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ABSTRACT

The scope of this study, which was designed to provide information for use in redesigning the interlibrary loan (ILL) system in New York State, was to provide an overview of the ILL structure and patterns in the state; collect and analyze statistical data on ILL in the state and evaluate the performance of the NYSILL (New York State Interlibrary Loan) system, local and regional systems, and other networks within the state; review and analyze the impact of national ILL networks (such as OCLC, RLIN, and RML), on New York State and identify and analyze major trends in other states; identify the major problems (perceived or actual) with the current ILL system; review the technology used in the ILL process at regional and state levels and recommend changes; review document delivery procedures currently in use and suggest improvements; identify and evaluate the major alternatives in ILL redesign, describing the advantages, disadvantages, and costs of each; analyze the fiscal responsibility in local, regional, and state level programs; review and define the role of the New York State Library, research libraries, regional systems, and local libraries in the ILL process; address the implementation of an ILL code for the state; and recommend performance standards and evaluation criteria for ILL, and develop ongoing data collection models and monitoring of ILL performance at local, regional, and state levels. This report includes the principal findings, recommendations, and approach of the study, which collected data through site visits, field meetings, written statistics, and a survey of public, academic, school, special, health, and other libraries in New York State. The recommended redesign alternative, a "mixed system," is discussed at length. The five appendices, which comprise about half of the report, contain summaries of interviews and meetings, statistical data, information on trends in other states, and the survey forms used. (KM)

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NEW YORK STATE INTERLIBRARY LOAN

Recommended Redesign

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31 January 1986

Ringgold Management Systems, Inc.

INTERLIBRARY LOAN IN NEW YORK STATE

- Recommended Redesign -

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31 January 1986

Results of a Study:

Redesign of Interlibrary Loan in New York State

for

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TABLE OF CONTENTS

Table of Contents i
List of Figures iii
Acknowledgements iv
Executive Overview vi

1. INTRODUCTION AND SUMMARY 1
1.1 PURPOSE 1
1.2 SCOPE 1
1.3 PRINCIPAL RESULTS 2
1.4 RECOMMENDATIONS 14

2. STUDY APPROACH 25
2.1 OVERVIEW 25
2.2 ADVISORY COMMITTEE MEETINGS 25
2.3 SITE VISITS AND FIELD MEETINGS 26
2.4 DATA COLLECTION AND ANALYSIS 26
2.5 REPORTING AND FIELD REVIEW 26

3. CURRENT STATUS - ILL IN NEW YORK STATE 27
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE 27
3.2 PERCEIVED PROBLEMS IN ILL 42
3.3 STATISTICAL ANALYSIS 47

4. NATIONAL TRENDS 77
4.1 TRENDS IN OTHER STATES 77
4.2 TECHNOLOGICAL TRENDS 86

5. ANALYSIS OF REQUIREMENTS 97
5.1 OVERVIEW 97
5.2 OPERATIONAL FEATURES 100
5.3 MANAGEMENT POLICY 103
5.4 FISCAL POLICY 107
5.5 CONFLICTING REQUIREMENTS 108

6. ILL SYSTEM DESIGN 109
6.1 SYSTEM ALTERNATIVES 109
6.2 RECOMMENDED OPERATIONAL CHARACTERISTICS 118
6.3 RECOMMENDED MANAGEMENT POLICY 127
6.4 RECOMMENDED FISCAL POLICY 130
6.5 PROJECTED COSTS OF PROPOSED NY-ILL SYSTEM 136

TABLE OF CONTENTS
(continued)

APPENDIX 1 - LIBRARY MEETINGS AND INTERVIEWS - NEW YORK
- Albany Medical Center
- American Museum of Natural History
- Buffalo and Erie County Public
- Columbia University
- Cornell University
- Engineering Societies
- New York Academy of Medicine
- New York Public Library
- New York University
- Rochester Public Library
- SUNY Buffalo
- Teachers College, Columbia University
- Union Theological Seminary
- University of Rochester

APPENDIX 2 - REGIONAL INFORMATION MEETINGS - NEW YORK
- Summary of Nine Regional Meetings

APPENDIX 3 - TRENDS IN OTHER STATES
- California
- Colorado
- Illinois
- Maryland
- Washington

APPENDIX 4 - ILL IN NEW YORK - STATISTICAL SUMMARY
- NYSILL Cost and Performance
- ILL Turnaround Time Analyses
- ILL Cost Analyses

APPENDIX 5 - ILL IN NEW YORK - 10/31/85 SNAPSHOT
- Statistical Analysis
- Responding Libraries
- Survey Instrument

LIST OF FIGURES

1 Projected library service - 1985 28
2 Annual ILL Summary 29
3 New York State Support to Libraries 30
4 New York Activity - Electronic ILL Networks 32
5 Sources of Lending 48
6 Academic ILL - By 3Rs Region 49
7 ILL Activity of the 3Rs Offices 50
8 NYSILL Referral Library Reimbursement 52
9 LIBRARY HOLDINGS IN ONLINE COMPUTER SYSTEMS 54
10 OCLC ILL Subsystem - New York Activity 55
11 OCLC ILL Subsystem - New York Activity 56
12 Total Activity Volumes - Snapshot Survey 60
13 Borrowing Summary Totals 61
14 Lending/Referral Summary Totals 62
15 Request Type Distribution (Borrowing Libraries) 63
16 Where Request Searched Distribution 64
17 Locations Found 65
18 How Requests Are Sent 66
19 Request Date To Date Item Received (Borrowing Library) 67
20 Request Date To Date Item Sent 68
21 Date Item Sent To Date Item Received (Borrowing Library) 69
22 Patron Notification (Borrowing Library) 70
23 Publication Year and Price (by Lending Library) 71
24 Request Date To Date Item Sent (by Lending Library) 72
25 Request Date To Date Request Received (by Lending Library) 73
26 Date Request Received To Date Item Sent (by Lending Library) 74
27 Date Item Sent To Date Item Returned (by Lending Library) 75
28 NYSILL Fill Times 76
29 Summary of System Requirements 99
30 Proposed Structure of Library Relationships 116
31 Microcomputer Communications Schematic 119

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Our task, as contracted in this project, was to provide a redesign of the interlibrary loan process in New York State. In performing this task, we are indebted to literally hundreds of people who have given their aid and support during the project. In this space, we can give recognition to but a few individuals by name; the rest we must identify in terms of the nature of their contributions.

Mr. Joseph F. Shubert, State Librarian, has maintained a continuing interest in the project and has been helpful in providing the larger context within which interlibrary loan operates in the state. Ms. Roberta G. Cade, Director, Division of Library Development, and Mr. Peter J. Paulson, then State Library Director, constituted the Management Liaison that saw to the establishment of the project. Since Mr. Paulson's retirement on 1 April 1985, Ms. Cade has provided management oversight during the project and devoted continuing attention both to the nature of the process and the nature of the results that we were obtaining. Ms. Jane G. Rollins, Associate in Library Services, was Project Coordinator. She was in constant contact with us, directing us to pertinent materials, making arrangements for our contacts in the state, including those within the State Library, the meetings with the referral libraries and the meetings in each of the nine Reference and Research Resources (3Rs) regions. In all, she helped us collect in excess of two file drawers of documents relating to the interlibrary loan process in New York.

Our Advisory Council had as members:

Mr. Herbert Biblo, Executive Director, Long Island 3Rs;
Ms. Elizabeth E. Bentley, Chief of Cooperative Services, New York Public Library;
Mr. Charles D. Custer, Executive Director, Capital District 3Rs;
Dr. Helen Flowers, Bay Shore High School;
Mr. Andrew Geddes, retired;
Mr. Selby Gration, Director, SUNY College at Cortland Library;
Ms. Nancy C. Kranich, Director of Public and Administrative Services, New York University;
Ms. Suzanne Murray, Assoc. Director, SUNY Upstate Medical Center;
Ms. Ellen Parravano, Head, Interlibrary Services, Westchester Library System;
Ms. Patricia Schafer, Interlibrary Loan Librarian, Cornell University;
Ms. Joyce Shields, Director, Niagara Falls Public Library;
Mr. James Webster, Assoc. Director, SUNY Buffalo Science and Engineering Library.

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The Council gave us advice on problems and issues relating to interlibrary loan in New York and they reviewed our work as it proceeded. While all were very helpful, we want especially to acknowledge Ms. Parravano's work. Her previous analysis of public library interlibrary loan was directly useful in the project and she brought numerous important points to our attention.

Mr. J. Vanderveer Judd and Mr. Daryl Welch provided us with information about the background and current operations of NYSILL. They reviewed its operations; described the management control of request processing within the State Library and the tracking of requests sent on to the Referral Libraries; and provided budgetary information and management reports that allowed us to correlate costs, fill rates and response times.

The management of SUNY/OCLC, in the persons of Mr. Glyn T. Evans, Ms. Teresa Strozik, and Mr. David Forsythe, was very helpful to the project. In addition to providing available information on the operations of SUNY/OCLC, they arranged to have OCLC perform a special analysis of OCLC based interlibrary loan in New York, providing the differences in response times for libraries signed up for rapid document delivery (SOLID service) and those who were not.

We met with more than 50 people in nine Referral Libraries, four Area Referral Libraries and two medical libraries. More than 300 people attended the first round of meetings in the nine 3Rs regions and 400 in the second round. We contacted a half dozen people in other states to explore trends of possible importance for New York. And the staff of 726 libraries filled out our extensive forms for a one day survey of interlibrary loan activity.

We wish to thank these people; to the extent that the redesign is successful, they deserve the credit. We also wish to acknowledge and thank: Michael L. Pankow, who helped with the data reduction; Saga S. Hamilton, who helped with data reduction and prepared the presentation charts; and, Alice B. Shoffner, who kept the project organized and took care of the final report preparation. While we are indebted to all of these people, we remain responsible for any errors of fact or of interpretation.

RMS
JFK
KHA

31 January 1986

EXECUTIVE OVERVIEW

The purpose of this project was to provide recommendations to increase the efficiency and effectiveness of the interlibrary loan (ILL) processes in New York State. In order to do this, we collected and analyzed available statistical data on ILL in New York State. We held a first round of nine regional meetings to discuss the ILL needs with librarians from all types of libraries. We also held more than two dozen meetings with other groups, including the State Library, the Referral Libraries, the Area Referral Libraries, medical libraries in the Regional Medical Library (RML) Program, the directors of Reference and Research Resources (3Rs) councils, public and school library systems and SUNY-OCLC. We carried out telephone interviews with six people concerned with innovative aspects of ILL operations in other states. Of the 1520 libraries that we asked, 726 libraries took part in a special one day survey of ILL activity in all types of libraries in all parts of the state. And, we held a second round of meetings to discuss our preliminary findings and recommendations.

New York has over 7,000 libraries that provide some 150 million loans each year; of these some 1.2 million are supported by ILL. The libraries' annual expenditures exceed $650 million. New York State's current annual support is over $57 million; of this, nearly $20 million is estimated to help support ILL borrowing, referral and lending.

New York already provides reasonable ILL service to its library patrons. 90% of ILL requests are filled. The delay from request till receipt of the material is 10 days for an academic library, 7 days for a health library and 20 days for a public library. 90% of the public library ILL is supplied from within the same system; 84% of academic library ILL is supplied within the same 3Rs.

While computer online systems contain 1/3 of the state's estimated total of 42 million holdings, the holdings information is uneven. When a request leaves an academic library, 9/10 of the time both the bibliographic description of the item and a library holding it are known; this is true for just over 1/2 of the public library requests.

In total, less than 20% of the ILL request handling in New York is supported by electronic telecommunications. Three national point-to-point electronic ILL networks are operating in New York - OCLC has a full online system with over 60,000 annual loans; RLIN has a full online system with over 10,000; and the RML program with over 50,000 ILL fills within the state. The State Library operates the electronic NYSILL system for requests that cannot be satisfied within the systems or regions. Over 50,000 loans are supplied through NYSILL annually.

EXECUTIVE OVERVIEW (con't)

In Illinois, by comparison, the annual fill rate ranges from 88% - 91%. 78% of the requests filled from within the same region are filled within 3 days; 66% of those filled from another region are filled within 7 days. To obtain these results, there is online access to circulation records, in 16 of the 18 library regions and the University of Illinois' LCS system, totalling about 50% of the state's holdings. 750 libraries in Illinois have regional daily delivery.

Our first round of open meetings in the 3Rs regions was to find out what the librarians throughout the state perceived as problems and the approaches that should be taken. To summarize the key points:

1. Turnaround time is too slow.
2. The current hierarchical structure causes delay.
3. Too many requests lack adequate verification.
4. There should be no restrictions on the use of ILL.
5. There should be consistent monitoring of ILL service.
6. Bibliographic resources need continuing development.
7. Net lenders should be reimbursed.
8. Reimbursement should reflect variation in cost.

The objectives we recommend for the system are:

1. Maximize fill rate.
2. Continue to provide for conversion of subject requests or requests for items with unknown locations to requests for known items at known locations.
3. Minimize turnaround time.

The recommended means are:

1. Maximize bibliographic access.
2. Use electronic telecommunications for all requests.
3. Provide predictable turnaround time.
4. Standardize systems and procedures.

The recommended management policies are:

1. Place no system restrictions on the use of ILL.
2. Permit point-to-point transmission of requests.
3. All libraries in state can participate directly in ILL.
4. The State Library assures that any library can provide ILL service to its patrons.
5. The State Library provides continuing performance analysis and evaluation and training.
6. Provide incentives which encourage efficient users.

The recommended fiscal policies are:

1. No user fees should be applied to residents of state.
2. Provide for net lender cost recovery.
3. Recognize cost differential between lending libraries.
4. Minimize unit cost of ILL transactions.

EXECUTIVE OVERVIEW (con't)

The redesigned system uses existing online facilities for bibliographic search and request transmission wherever they are available, and supplements these facilities with microcomputer based automatic, electronic communications and control for those requests for which manual ILL methods are currently used. Point-to-point request handling is used, with the destination(s) of the request under control of the borrowing library. Delivery is reorganized to provide a single, unified overnight delivery system among all types of libraries within each of the nine regions, and has an interregional service providing overnight delivery between the connection points of the regions.

Implementation of this recommended system will reduce the average delay time of ILL. Our study indicates that electronic handling of ILL requests will remove an average of three days of delay and overnight delivery should contribute a similar reduction.

Under this design, union catalogs for at least their own systems, will be made available in all of the individual libraries. The emphasis is on making the location information available as close to the user as possible. These catalogs can be either online or in a "published" form, e.g., computer produced microform (COM).

The microcomputer system will have capabilities built into it to assist in each step of the ILL process, from entry of the request, through arranging retrieval lists and producing uniform shipping documents for the lending library, to notification that the item loaned has been safely returned to the lending library.

To allow the libraries to use any ILL system they choose, OCLC, RLIN, RML,..., yet maintain a uniform approach, arrangements will be made to obtain the New York libraries' transactions in machine-readable form for analysis and integration.

In addition to providing immediate, significant improvements in ILL, the design is flexible enough to incorporate future changes to obtain further improvement. For example, progress in the development of telefacsimile will be monitored and use of facsimile will be initiated when systems are available that use standard microcomputer systems for the receipt, processing and printing of the material transmitted.

In the future, a full online system should be set up to handle all ILL transactions, with either telefacsimile or overnight delivery used for all requested materials. We recommend that work on the implementation of a full online system begin in about five years.

EXECUTIVE OVERVIEW (con't)

To implement the fiscal policy with respect to lender reimbursement, we recommend so that the individual library choose whether it must charge for ILL lending services, and if so, how much it must charge (up to a maximum allowable amount defined by the State Library annually). Wherever possible, libraries should not charge for ILL activities; however, if a library charges, the system is designed so that this information will be available to the other libraries and the system will track the charges automatically as they are incurred.

We recommend that New York State directly support 80% of the net charges levied. Each of the systems will then work out with its membership the extent to which the individual library and the system will be responsible for paying the remaining 20% of the net charges. The microcomputer system will be set up to keep track of service credits electronically so that manual paperwork in the libraries will be unnecessary.

We estimate the costs of the NY-ILL system, including the reimbursement above, to be:

Year:	1987	1988	1989	1990	1991	1992
	$1.30	$1.54	$7.89	$8.35	$8.41	$8.47

Annual Cost (million)

We recommend that the program elements identified for 1987 be funded under the existing program for enhancement of bibliographic resources and interlibrary sharing.

We recommend that additional funding be sought: to double the size of the bibliographic resources and interlibrary sharing program; and, to provide $2 million for improved regional delivery services.

After six years, at least 1400 libraries will be carrying out nearly all of their intrastate ILL electronically. A total of about 70% of the holdings in the state will be in computer format. And, the individual system holdings will have been made available to the member libraries in union catalog form. In total, these catalogs will contain at least 25 million holdings.

We recommend that the current NYSILL system be continued until the redesigned system is operational. We project that NYSILL will continue through FY 1988, even though we expect parts of the redesigned system to be in place sooner than that. Reimbursement under the NY-ILL system would begin in 1989. The costs to continue NYSILL are not included as part of the projected costs of the NY-ILL system.

1. INTRODUCTION AND SUMMARY

1.1 PURPOSE

This report provides the results of our project for New York State Library, "Study for Redesign of Interlibrary Loan in New York State". The principal results are recommendations to increase the efficiency and effectiveness of the interlibrary loan (ILL) processes in New York State. The results include recommended mechanisms for the expeditious delivery of materials and for funding of ILL activity in the state. Finally, the results provide options for redesign of the current ILL system, with consideration given to the fiscal implications of redesign.

1.2 SCOPE

The following summarizes the scope of the study.

1. Provide an overview of the ILL structure and patterns in the state.
2. Collect and analyze statistical data on ILL in New York State, and evaluate the performance of NYSILL, local and regional systems, and other networks in New York State.
3. Review and analyze the impact of national ILL networks (such as OCLC, RLIN, RML) on New York State, identify and analyze major trends in other states.
4. Identify the major problems (perceived or actual) with the present ILL system in New York State.
5. Review the technology used in the ILL process at regional and state levels, and recommend changes.
6. Review document delivery procedures that are currently being used and suggest improvements.
7. Identify and evaluate the major alternatives in ILL redesign, describing the advantages, disadvantages, and costs of each.
8. Analyze the fiscal responsibility in the local, regional, and state level programs.
9. Review and define the role of the State Library, research libraries, regional systems and local libraries in the ILL process of the state.
10. Address the matter of implementing an interlibrary loan code for the New York State.
11. Recommend performance standards and evaluation criteria for ILL, develop ongoing data collection models and monitoring of ILL performance at local, regional and state levels.

1. INTRODUCTION AND SUMMARY (con't)

1.3 PRINCIPAL RESULTS

1.3.1 Current Status in New York State

1. The ILL programs of the libraries of New York have been substantial and their results for the library user have been significant. When the user places an ILL request,

   there is a 90% likelihood of success.

   The time that the borrowing library can expect to wait (from request to receipt of the material) varies with the type of library, based upon the one day survey:

Academic Library	10 days
Health Library	7 days
Public Library	20 days

2. As a result of the State's long standing policy of building up the library resources and bibliographic access within the library systems and within the Reference and Research Resources (3Rs) regions, most ILL is supplied within the system or 3Rs region:

   Public Library ILL supplied in the same system, 90%
   Academic Library ILL supplied in the same 3Rs, 84%

3. The programs to develop bibliographic access have improved the ability of the borrowing library to establish a known location for the requested item before sending the request, based upon the one day survey:

   Academic Library, known item and location, 87%
   Public Library, known item and location, 55%

4. The bibliographic conversion programs have resulted in a large number of holdings in the online data bases which show locations in the state. These include: OCLC, RLIN, MILCS, UTLAS, UCOM/UCMP (BRS). Conversion to date has covered an estimated 1/3 of total holdings in the state, with the following amounts in the three largest data bases:

MILCS	2.3	million titles	(12%)
OCLC	14.8	" "	(77%)
RLIN	3.3	" "	(17%)

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.1 Current Status in New York State (cont)

5. The public libraries may send subject requests, or requests without a known location, to the public library system's referral center; the other libraries, to a referral center established by the region's 3Rs. During the survey, the requests initiated by:

Public Library,	subject requests,	5%
Public Library,	unknown location,	41%
Academic Library,	unknown location,	13%

6. If requests cannot be satisfied within the systems or regions, they can be sent to the State Library from one of the 56 NYSILL telecommunications transmission sites. The State Library provides bibliographic correction on about 1/3 of the requests received and either fills the request from its collection or refers it to one of the nine Referral Libraries. Taking the State Library and the Referral Libraries together:

NYSILL has a fill rate of	59%
mean time to reported filled, from entry of request to report	less than 6 days

requests reported filled, within 4 days, for 50% of the requests filled; and within 11 days, for 90%

7. New York has over 7,000 libraries that provide some 150 million loans each year. These libraries have expenditures of over $650 million. Through numerous programs, New York State provides library support whose major purpose for this support is to help make library resources of the state available throughout the state:

Current annual State support, over $57 million

8. Interlibrary loans total about 1.2 million each year. New York State's financial support to libraries is estimated to provide nearly $20 million to help support the range of tasks associated with ILL, including borrowing, referral and lending.

9. NYSILL, principally a hierarchical network, now provides polled microcomputer telecommunications between any of the 56 NYSILL transmission sites. Annual request volume going to the State Library is in the region of 90,000 - 110,000 requests, with a fill rate of 58%, of which 65% is filled from the State Library. The average cost of these fills (combining the internal costs of the State and the reimbursement provided to the referral libraries) is in the range of $10 - $11.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.1 Current Status in New York State (cont)

10. The Regional Medical Library (RML) program is operating as point-to-point, fee-for-service network, with comprehensive union catalog (microform and on-line), and with partial support from the state to the hospital libraries (via 3Rs) to assure the ability to participate. Annual ILL fills are over 50,000.

11. Libraries in New York (in 1983) borrowed over 60,000 loans via OCLC and over 10,000 loans via RLIN.

1.3.2 Trends in Other States

1. Illinois has daily delivery to 750 libraries, and online access in 16 of the 18 library regions and the University of Illinois' LCS system to about 50% of the holdings and circulation records of the libraries.

   Fill rate ranges from 88 - 91%.
   Intraregional requests, 78% filled within 3 days
   Interregional, 66% within 7 days
   Telefacsimile is being used in 66 libraries and patron satisfaction has been very high.

2. Colorado is demonstrating the use of microcomputer based standardized communication between dissimilar automated library systems, using available communications standards (X.25 packet switching protocol and Open Systems Interconnection protocol). A patron will be able to use the same procedures to search on a variety of systems, automatically switching from one to another.

3. Washington began a two year project in March, 1985, to provide daily delivery service to 21 sites which interlink existing delivery services; in June, a corollary two year telefacsimile project began with 11 libraries and a total of 31 libraries scheduled by June, 1986. Most communications is carried out over the state's own network, which charges $0.15 per minute.

1.3.3 Technology Trends

1. Switched network, dial-up communications are immediately practical and message costs are decreasing. Within two - three years, normal transmission rates will increase from the current rates of 120 characters per second to nearly 1000 characters per second.

2. Regional electronic mail and electronic bulletin boards are immediately practical and they can be based upon a microcomputer system costing from $3,000 to $6,000, depending upon the amount of disk storage and access ports needed.

3. Digital video combined with microcomputers is likely to replace current telefacsimile equipment within 3 - 5 years. Its principal advantages will be transmission at rates 10 times faster than the current, normal one page per minute rate and the ability to use standard microcomputer and communications equipment for separate transmission and printing of the material.

4. Laser printers capable of typeset quality reproduction at the rate of 6 - 8 pages per minute will cost $2,000 - $3,000 within 2 - 3 years.

5. Mass storage, via video disc or CD-ROM, will be capable of storing million record bibliographic data bases with mastering charges of $2,000 - $3,000 and per copy reproduction costs of $20 - $30, within 2 - 3 years.

6. Satellite communications on a point-to-point basis will be operational in 2 - 3 years, using microcomputers. However, the value in New York will be limited in relation to the use of available common carriers.

7. Transportation systems in New York will be stable during the next 5 years. The major improvement will be increased use of computers and communications to improve scheduling and response time, while controlling cost.

8. The Open System Interconnection protocol being used in the Linked Systems Project (Library of Congress, OCLC, RLG and WLN) should be available for general use in bibliographic data base systems in 3 - 5 years. This will serve to unify access even though dissimilar systems are used.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.4 Perceived Problems of ILL in New York

The problems enumerated below were taken from comments commonly made by the librarians in the field during our open meetings. Each is followed by our observations based upon what we have learned from available data and our one day sampling of ILL activity throughout the state.

1. Operational Problems

* Field Perception: Turnaround time is too slow.

From the one day survey, the mean time, from request date to receipt of materials in the borrowing library:

Academic libraries,	10 days
Public libraries,	20 days

NYSILL IS NOT THE PROBLEM. The mean time, from receipt of a NYSILL request in the computer system until the request is reported filled, was for

June, 1985, 4.5 days;
July, 1985, 6.0 days; 90% supplied within 11 days.

Further, since NYSILL represents 5% of the ILL volume, each 20 days of delay in NYSILL would only increase the borrower's average delay by one day.

ILL is organized so that searching and referral is usually performed first within the systems and regions, so a delay is likely before the request is sent on to the State Library. As a result, the borrowing library may consider the entire delay to be due to the State Library. Given that over 80% of ILL is filled within the individual public library systems or the individual 3Rs region, a search for improved turnaround times should begin there.

* Field Perception: Turnaround time is not measured uniformly.

True, there is no uniform system for classifying, collecting and reporting response time data. Borrowing libraries define turnaround time as the time from sending a request to receiving the material; lending libraries, from receiving the request to sending the material. When we include the hidden steps and the time for verification, location, and referral, it is not surprising that lenders feel their service is reasonably good, while borrowers may consider the service marginal.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)
1.3.4 Perceived Problems of ILL in New York (con't)

1. Operational Problems (con't)

* Field Perception: The hierarchical structure of current ILL operations contributes to turnaround delay and is inefficient for many requests.

The lack of bibliographic access in the borrowing library can be overcome by providing a center in which a subject request, or a request for an item whose location is unknown, can be taken through bibliographic verification, location and referral. When referring requests, they usually track them and query successive libraries until the requests are filled. If the item and its location are already known, the hierarchical structure can cause unnecessary delay. While this has been considered a problem at the State Library level, it seems also to be the case within the individual system. From the survey, the borrower's turnaround time for requests leaving the borrowing library with,

Known Item, Unknown Location	
Public Libraries	24 days
Known Item, Known Location	
Public Libraries	20 days

The difference for the Public libraries of 4 days may reflect the average delay involved in providing bibliographic verification and location in the referral library. Multiple transmissions of the ILL request between libraries, borrowing, referral and lending, may contribute to the 20 day delay.

* Field Perception: The lack of uniformity among various ILL systems creates significant operational inefficiencies, especially when libraries are acting in the role of lender.

In the one day survey, the delay from request receipt in the lending library until the item was sent, was less than 2 days for both academic and public libraries. By contrast, in the sample of one year's activity on OCLC ILL, this time was over 4 days. Some delay may be due to problems of uniformity, but from these data and from our field discussions, we believe the principal causes are staffing limitations in relation to the work needed and/or a low priority given to ILL lending.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)
1.3.4 Perceived Problems of ILL in New York (con't)

1. Operational Problems (con't)

* Field Perception: Too many ILL requests lack adequate bibliographic verification.

We believe this viewpoint is a reflection of the way the system is structured, plus a possible lack of bibliographic tools in the borrowing library, or of a failure to use the tools correctly. The State Library reports that correction is needed for 1/3 of the requests arriving at the State Library via NYSILL. In the one day survey, the following percentage of known-item/known location requests were sent from the borrowing library:

Known Item, Known Location	
Academic Libraries	87%
Public Libraries	58%

Since bibliographic verification can be time consuming and the ILL system is structured to provide bibliographic verification at the referral or the lending library, there is little incentive to do thorough work at the borrowing library.

2. Management Policy

* Field Perception: ILL activity impacts local use of materials.

It seems likely that ILL usage is similar to that made by the library's local patrons. In the survey, of total lending, publication years, 1980 - 1985, constituted:

Academic Libraries,	45%
Public Libraries	50%

* Field Perception: ILL activity places stress on the collection.

It is reasonable that remote usage would be at least as stressful as local usage, since transportation is required and photocopying is hard on bindings.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.4 Perceived Problems of ILL in New York (con't)

2. Management Policy (con't)

- **Field Perception:** Current restrictions on the use of NYSILL is an unpopular policy.

  The policy also seems to be counter to the policy of making library materials available regardless of their location in relation to the patron. If a library has gone to the effort and expense to acquire, process, and maintain an item in its collection for its own patrons, it should be available to others as well.

- **Field Perception:** There is no consistent performance monitoring of ILL service.

  Though there was general agreement that the important components of service are fill rate, time to fill and cost, they are not consistently monitored.

- **Field Perception:** Current ILL service does not provide for subject access.

  This appears to be an incorrect perception, perhaps due to little publicity about the availability of subject request handling. In the survey, subject requests were 5% of the public libraries' request volume.

- **Field Perception:** State-wide bibliographic resources need continuing development.

  The estimates made by the 9 regions in their 5 year plans indicate that about 1/3 of the state's holdings have been converted. Though the title information is available online for most of the converted material, the location given may be the system, instead of the specific library that has the item. The emphasis in developing the resources should be on making the location information available as close to the user as possible.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)
1.3.4 Perceived Problems of ILL in New York (con't)

3. Fiscal Policy

- Field Perception: State reimbursement to net lending libraries is inadequate.

  Since the cost of ILL is a very elusive figure, it is difficult to imagine a general proof or disproof of the assertion. However, when the participation grants are included, the ratio of the amounts paid to number of items filled by the NYSILL Referral Libraries ($11.74 in 1984/85) is higher than the current maximum ($7.00 for 1985/86) allowed by the National Library of Medicine for the Regional Medical Library Program. Furthermore, this ratio for individual Referral Libraries is sometimes less than the amount charged for filling a request for an unaffiliated library outside the state.

- Field Perception: State reimbursement does not adequately take into account local variation in cost.

  The variation in mean reimbursement per item filled, varies from $8.88 to $23.67 (1984/85). Whether the differences are adequately reflected is likely to be open to dispute. Another question is how local cost variation should be taken into account. Is one library's cost higher than another due to management or due to a more complex process being required to find materials to fill requests?

  The Regional Medical Library Program study that reported an average cost of $4.43, also gave for individual institutions, an average cost per fill ranging from $2.51 to $50.20. When cost ranges of this magnitude are encountered, it is likely that the institutions are not measuring similar activities in similar ways.

- Field Perception: Several net lenders are not reimbursed because they are not NYSILL Referral Libraries.

  This is accurate; however, NYSILL does not have the objective of reimbursing all net lenders in the state; its purpose is to improve the availability of library resources. Therefore, this may be regarded as a view that all net lenders should be reimbursed by the state.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.5 Analysis of Turnaround Time - 31 October 1985 Survey

In analysing the survey of ILL activity, we were concerned first with identifying where delays are experienced and second with determining the causes of the delays.

1. The following proportion of requests were searched in an online data base by the borrowing library:

Academic Libraries	70%
Health Libraries	70%
Public Libraries	43%

2. The proportion of requests from the borrowing library:

	Academic	Public
Known item and location	87%	58%
Known item unknown "	13%	41%
Subject	-	5%

3. The difference in fill time for the borrowing library, with/without a known location:

	Public
Known item unknown location	24 days
Known item and location	20 days
	--
Difference	4 days

Presumably, part of this difference in time could be saved with improved access in the borrowing libraries.

4. The lending libraries were experiencing the following mean times for the Date Request Sent to Date Request Received in the lending library:

	Academic	Public	Pub.Sys.
All ways	3.2	5.2	2.2

These times are consistent; there is more electronic transmission among academic libraries (via OCLC and RLIN) than there is among the public libraries. At the same time, the greater time for the public libraries than for the public library systems is probably due to routing the requests through the systems rather than direct to another library. And 88% of the public library requests were reported as being sent by van. These data indicate that some time saving should be possible by greater use of electronic request transmission.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.5 Analysis of Turnaround Time - 31 October Survey (con't)

5. The delay from Request Date till Date Request Received (by the lending library):

Request Rec'd (by)	Academic
Electronic/Phone	2.5
Non-Electronic	5.3

Difference	2.8

From the difference above, the time saved by electronic transmission of requests is nearly 3 days for the academic library. The difference is likely to be greater when the request is referred, as it often is, to the public library system, then on to the library; however, we did not receive enough samples of electronic transmission to show the effect.

6. The turnaround within the lending library was reasonably rapid during the survey:

Request received to	Academic	Public	Pub.Sys.	3Rs
Item sent	2.0	1.1	[17.8] *1	[10.4]

It should be noted that the times for the Public Systems and the 3Rs are not reliable due to small sample sizes; however, if the times are approximately correct and one were to guess at plausible explanations, the following come to mind. The systems and 3Rs may be obtaining the material elsewhere in order to send it on to the borrower. Or, the material is already on loan and the request is held until the material is available. In any event, further sampling and analysis is desirable.

7. Delivery service delay depends upon the type of delivery. The libraries are already receiving some rapid delivery of materials from the lending libraries:

Item sent to Item received	Academic	Public
sent by Van	[2.6]*1	1.4
Non-Van or O'night	11.2	3.6
All ways	4.6	1.8

---

*1 [..] indicates sample size was too small for reliability.

1. INTRODUCTION AND SUMMARY (con't)
1.3 PRINCIPAL RESULTS (con't)

1.3.5 Analysis of Turnaround Time - 31 October Survey (con't)

7. Delivery service...(con't)

An item sent between two libraries on SUNY/OCLC and using daily SOLID should be realizing 1 - 2 day times from Item Sent to Item Delivered. While we received only a small sample in the survey, based on the SUNY/OCLC sampling, the actual mean times are 7 - 8 days. Perhaps the discrepancy is due to those libraries that subscribe to non-daily SOLID service, or delivery to a remote point. In any event, the OCLC data indicate an overall reduction of about 2 days in delivery time.

The public library data probably overstate the speed of delivery, in that the time the item was sent appears to have been recorded as the time it was put on the van, rather than the time that it was ready to be sent. As a result, an overnight delivery service would provide a greater reduction in time than the average time of 1.9 days would indicate.

8. From the borrowing library's viewpoint, the delay experienced from:

Request sent to	Academic	Public	Health
Item received	9.9	19.6	7.1

9. Interpreting the survey results:

- Over 80% of all requests are handled manually. Electronic request handling by all libraries would reduce mean transmission delay by 2 - 3 days for academic libraries; 3 - 4 days for public libraries.

- Overnight service would reduce at least one day of delay for public libraries, (probably more); academic libraries would experience a 3 - 4 day reduction.

- Some delay in public library ILL seems due to delay in the public library systems offices. The causes need further exploration.

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*1 [..] indicates sample size was too small for reliability.

1. INTRODUCTION AND SUMMARY (con't)

1.4 RECOMMENDATIONS

1.4.1 Summary of Operational Design Goals

In this section we will provide our recommended design goals for operation of the redesigned ILL system. We will also indicate those goals which we believe should be eliminated because they are in serious conflict with other goals having a higher priority. These design goals are divided into two parts, first the objectives, the "ends" that are to be achieved by the system, are presented; second, the means of accomplishing these ends are presented.

The objectives, or "ends" goals, for system operation, in our recommended priority order, are:

1. Maximize fill rate.

   This should be the first priority of the redesigned system; future ILL service to the individual should be at least as good as present service. The current 90% fill rate should be considered as the minimum acceptable rate.

2. Provide for conversion of subject requests or requests for items with unknown locations to requests for known items at known locations.

   There will continue to be unequal distribution of bibliographic access capability among libraries in the state for some years to come. As a result, in order to maximize fill rate, the ILL system will need to provide referral centers or libraries with both bibliographic tools and staff trained in their use, so that ILL requests originating in all libraries can be handled successfully.

3. Minimize turnaround time.

   A major motivation for undertaking redesign of the ILL system of the state was to reduce the turnaround time that the borrowing libraries are experiencing. Certainly the reduction of delay is an important aspect of ILL service for the individual user.

1.4.1 Summary of Operational Design Goals (con't)

The "means" goals for accomplishing these objectives are:

1. Maximize bibliographic access.

   Improving bibliographic access as close to the individual user as possible will improve service by improving the awareness of available library material; it will improve fill rate by improving the accuracy of the bibliographic description and the location of the material; and it will reduce the turnaround time by making later bibliographic verification less necessary.

2. Provide predictable turnaround time.

   Reducing the variation in time or providing a response that the request will be filled will help the individual in planning the usage of the requested materials. In turn, this will improve use of the filled requests.

3. Standardize systems and procedures.

   Standardization will improve the fill rate, reduce the turnaround time and reduce the effort involved in ILL.

As a result of our analysis of the turnaround times, we added another means for reaching the desired ends:

4. Replace all present non-electronic methods of request handling with microcomputer based request handling.

   The snapshot survey indicates that this replacement will reduce the average delay in ILL by at least 3 days.

We do not agree with the following means goal expressed in the field:

5. Load-level lender demand. NO.

   This conflicts with the objectives both of maximizing fill rate, and of minimizing turnaround time. The attempt to avoid having some libraries be significant net lenders would ignore some of the best organized lenders and divert requests to libraries that may be either remotely located, or ill prepared to provide immediate response to the request. We recommend against this goal.

1.4.2 Summary of Proposed Design

For the immediate future, we are recommending a mixed system design, one that uses existing online systems for bibliographic search and request transmission wherever they are available, and supplements these facilities with microcomputer based automatic, electronic communications and control for those requests for which manual ILL methods are currently used. Point-to-point request handling is used, with the destination(s) of the request under control of the borrowing library. Delivery is reorganized to provide a single, unified overnight delivery system among all types of libraries within each of the nine regions, and has an interregional service providing overnight delivery between the connection points of the regions. Progress in the development of telefacsimile will be monitored; use of facsimile will be initiated when systems are available that use standard microcomputer systems for the receipt, processing and printing of the material transmitted.

In the long run, a full online system should be set up to handle all ILL related information and either telefacsimile or overnight delivery used for all requested materials. Even though this system is very desirable, because in order for it to be a cost effective system for the state, further development of technology is needed. We recommend that work on the implementation of a full online system begin in about five years.

Implementation of the recommended system redesign will reduce the average delay time of ILL. The one day snapshot indicates that microcomputer based handling of ILL requests will remove at least three days from the average time; and that reorganized overnight delivery should contribute a similar reduction.

In addition to providing immediate, significant improvements in ILL, the system is flexible enough to incorporate future changes that will move it toward realization of a full online system with either telefacsimile or overnight delivery between any libraries in the state.

Under this design, union catalogs for at least their own systems, will be made available in all of the individual libraries. These catalogs can be either online or in a "published" form, e.g., computer produced microform (COM).

1. INTRODUCTION AND SUMMARY (con't)
1.4 RECOMMENDATIONS (con't)

1.4.2 Summary of Proposed Design (con't)

Using this catalog, the borrowing library identifies, if possible, the items that are desired and the identification of the libraries that hold the item, then chooses the recipient(s) of its request. If further work is needed in order to identify what is wanted or where the request should be sent, the library may send the request to its system referral center for bibliographic verification, location and referral. Or, if the identification of the item and its location is already clear, the library may send the request direct to a lending library, with successive libraries identified in the request to whom the request should be sent if the initial ones are unable to fill the request.

Comparing the redesign to the present situation, if the library is already using an advanced system, such as OCLC ILL, it will continue to use this system. However, at any time that the library would now use manual methods for transmitting an ILL request, it will use microcomputer based communications for the transmission and receipt of all information. Each library will have a microcomputer available for ILL use.

To allow the libraries to use any ILL system they choose, OCLC, RLIN, RML,..., yet maintain uniform fiscal policies and uniform analyses of activities, arrangements will be made with the providers of the online ILL systems to make copies of the New York libraries' transactions available in machine form on a periodic basis. These transactions will be obtained and analysed and the results automatically transferred into the microcomputer based system.

The microcomputer system will have capabilities built into it to assist in each step of the ILL process, from entry of the request, through arranging retrieval lists and shipping documents for the lending library, to notification that the item loaned has been safely returned to the lending library.

As mentioned above, delivery will be reorganized to provide a single, unified delivery system for all types of libraries within each of the nine regions, with the objective of delivering materials on an overnight basis. An interregional service will be organized to provide overnight delivery between the regions. Uniform shipping documents will be used in all of the regions.

1.4.3 Summary of Management Policy

The policies for management of the redesigned ILL system, in our recommended priority order, are:

1. The system should place no restriction on use of ILL by imposition of borrower or material qualifications.

   This policy will improve fill rate by assuring failure to fill requests will be due to inability to fill and not due to a system restriction.

2. Permit point-to-point transmission of requests.

   Point-to-point transmission should be used primarily for known-item/known-location requests. In this case, it will reduce both turnaround time and the effort required to fill requests by eliminating redundant handling.

3. All libraries in state can participate directly in ILL.

   This will increase both fill rate and reduce turnaround time. Libraries within systems should be able to approach any other library, or be approached by any other library, in order to request or fill known-item/known-location requests.

4. New York State Library assures that any library, without regard to geographic location or economic circumstance, can provide ILL service to its patrons.

   This is needed in order to maximize the availability of material to individuals throughout the state, regardless of the financial condition or service priorities of the individuals' local libraries.

1. INTRODUCTION AND SUMMARY (con't)
1.4 RECOMMENDATIONS (con't)

1.4.3 Summary of Management Policy (con't)

5. The ILL system is subject to continuing performance analysis and evaluation.

   This is necessary in order to maximize fill rate and response time. Unless the system is monitored it will not be possible to identify and correct operational problems as they occur.

6. Provide for training.

   The redesigned system needs to make provision for continued training of staff in both borrowing and lending procedures. As a practical matter, fill rate cannot be maximized unless the staff understand how to carry out their work properly. In the individual library, ILL duties are sometimes assigned without provision for training.

7. Responsibility for material is assumed by recognized library institution.

   This standard practice must be continued in order to maximize fill rate. In the future, individuals may enter ILL transactions into the system and have the material sent directly to them. Until another alternative is available, the borrowing library will need to be responsibile for the material.

8. ILL does not conflict with local policies regarding availability of materials.

   This is needed in order to maximize participation and therefore fill rate. If the ILL system were to require that the library stand ready to lend any of its materials, there would be libraries who would not participate, due to concern for proper preservation of some of their collections. This in turn, would remove significant materials from ILL availability under controlled circumstances, thereby reducing fill rate.

1.4.3 Summary of Management Policy (con't)

9. The ILL system provides proper incentives which encourages efficient users and discourages inefficient users.

   This is needed to maximize fill rate and response time. Unless high fill rate and fast response are rewarded, the lending library increases its problems by being efficient. Also, unless the efficiency of the borrower is rewarded, any investment the borrower makes in improving the quality of the requests, thereby reducing the effort of the lender, may be seen as unnecessary.

1.4.4 Summary of Fiscal Policy

Fiscal policy requirements are:

1. No user fees should be applied to residents of state.

   This requirement will help assure that ILL is seen as one of the standard services offered by the library. If fees were to be charged, the service would fall into a special category and ability to pay would become an issue.

2. Provide for net lender cost recovery.

   This is necessary to allow the net lenders to continue to provide efficient service. It will become even more critical in the context of a point-to-point system in which the lending libraries can have no real assurance that a reasonable degree of bibliographic verification has been performed before forwarding the request. Fill rate and response time will be directly affected by this provision.

3. Minimize unit cost of ILL transactions.

   While this is a desirable goal in any system, it is in conflict with other design goals, specifically maximizing fill rate and minimizing response time. As a result, this policy will need to be considered as conditional upon maintaining minimum standards of fill rate and response time. However, any increases in unit costs certainly should contribute to improvements in either or both of these standards.

1. INTRODUCTION AND SUMMARY (con't)
1.4 RECOMMENDATIONS (con't)

1.4.4 Summary of Fiscal Policy (con't)

4. Recognize cost differential between lending libraries.

   This is necessary in order to implement the prior two fiscal goals; libraries are substantially different in their sizes, structures and costs, in ILL operations as well as all other aspects of operation. A suitable reimbursement fee for one library could be totally inadequate for another.

We do not agree with the following fiscal policy that was recommended during our field discussions:

5. No new costs to borrowing institution. NO.

   This requirement is of concern to us with respect to its potential long term impact upon the fill rate provided by the system. That is, the common complaint among lending libraries at present is that there is inadequate bibliographic verification on the part of the borrowing and referral libraries. Under conditions of point-to-point requesting, this issue could become more pronounced, yet if the costs of the borrowing library remain unaffected, it would seem unreasonable for the borrowing library to invest additional staff effort in improved verification.

   Similarly, faster delivery will cost more than current delivery methods. If the borrowing library is unwilling to invest any part of its own funds (given that it is not among the least well funded in the state), this should make questionable the value of reducing turnaround time.

   Therefore, we rejected it, because it is in conflict with other goals and policies of the system, those of maximizing fill rate, minimizing turnaround time and providing incentives to encourage efficient use.

1. INTRODUCTION AND SUMMARY (con't)
1.4 RECOMMENDATIONS (con't)

1.4.4 Summary of Fiscal Policy (con't)

To implement this fiscal policy, we recommend the system be set up so that: The individual library chooses whether it must charge for ILL lending services, and if so, how much it must charge. Wherever possible, libraries should not charge for ILL activities; however, when a library decides that it must charge, the system is designed so that this information will be available to the other libraries and the system will track the charges automatically as they are incurred.

We recommend the following services for which charges may be made and the respective maximum fees that may be set initially for these services:

Service	Maximum Fee
Bibliographic Verification	$2.00
Location of Holdings	$2.00
Referral	$4.00
Bibliographic Correction	$3.00
Unfilled Request, Requested Item Not Held	$6.00
Filled Request	$10.00

We recommend that New York State directly support 80% of the net charges levied. Each of the systems will work out with its membership the extent to which the individual library and the system will be responsible for paying the 20% that is not directly supported by the state. The microcomputer system will be set up to keep track of service credits electronically. The borrowing libraries will obtain these service credits from the state at a cost of $0.20 for each $1.00 of service value. Periodically, the net lenders that are charging for their services can exchange their accumulated service credits for their full dollar value.

1. INTRODUCTION AND SUMMARY (con't)
1.4 RECOMMENDATIONS (con't)

1.4.5 Projected Costs of Proposed System

We estimate the costs of the NY-ILL system for each year, over six years to be:

Item	Annual Cost (million)					
Year:	1987	1988	1989	1990	1991	1992
1. Software	$0.15	$0.03	$0.03	$0.03	$0.03	$0.03
2. Microcomputers		$0.64	$0.64	$0.64	$0.64	$0.64
3. Communications		$0.20	$0.22	$0.24	$0.26	$0.26
4. Bibliographic						
Union Catalogs	$0.72	$0.02	$0.09	$0.16	$0.23	$0.32
Conversion	$0.43	$0.41	$1.85	$1.76	$1.67	$1.32
SubTotal	$1.15	$0.43	$1.94	$1.92	$1.90	$1.64
5. Evaluation & Training		$0.24	$0.40	$0.46	$0.52	$0.58
6. Lender Reimbursement			$0.85	$0.85	$0.85	$0.85
7. Delivery			$3.81	$3.81	$3.81	$3.81
8. Telefacsimile				$0.40	$0.40	$0.66
TOTAL ANNUAL	$1.30	$1.54	$7.89	$8.35	$8.41	$8.47

In order to allow work on the system to begin immediately, we recommend that the program elements identified for 1987 be funded under the existing program for enhancement of bibliographic resources and interlibrary sharing.

We recommend that additional funding be sought: to double the size of the bibliographic resources and interlibrary sharing program; and, to provide $2 million for improved regional delivery services.

After six years, at least 1400 libraries will be carrying out virtually all of their intrastate ILL communications electronically. An additional 7.4 million holdings will have been converted, giving a total of about 70% of the holdings in the state in MARC2 format. And, the system holdings will have been made available to the individual member libraries in union catalog form. These catalogs will contain a total of at least 25 million holdings.

We recommend that NYSILL be continued until the redesigned system is operational. In our projection, NYSILL will continue through FY 1988, even though we expect parts of the redesigned system to be in place sooner than that. Reimbursement under the NY-ILL system would begin in 1989. The costs to continue NYSILL are not included as part of the projected costs of the NY-ILL system.

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2. STUDY APPROACH

2.1 PROJECT OVERSIGHT

Ms. Roberta G. Cade, Director, Division of Library Development, was the Management Liaison on the project. She provided management oversight during the project and made the necessary administrative contacts within the State Library and within the state, in general. Ms. Jane G. Rollins, Associate in Library Services, was Project Coordinator. She made arrangements for our contacts in the state, including those within the State Library, the meetings with the referral libraries and the meetings in each of the nine Reference and Research Resources (3Rs) regions.

Our Advisory Council had as members:
- Mr. Herbert Biblo, Executive Director, Long Island 3Rs;
- Ms. Elizabeth E. Bentley, Chief of Cooperative Services, New York Public Library;
- Mr. Charles D. Custer, Executive Director, Capital District 3Rs;
- Dr. Helen Flowers, Bay Shore High School;
- Mr. Andrew Geddes, retired;
- Mr. Selby Gration, Director, SUNY College at Cortland Library;
- Ms. Nancy C. Kranich, Director of Public and Administrative Services, New York University;
- Ms. Suzanne Murray, Assoc. Director, SUNY Upstate Medical Center;
- Ms. Ellen Parravano, Head, Interlibrary Services, Westchester Library System;
- Ms. Patricia Schafer, Interlibrary Loan Librarian, Cornell University;
- Ms. Joyce Shields, Director, Niagara Falls Public Library;
- Mr. James Webster, Assoc. Director, SUNY Buffalo Science and Engineering Library.

2.2 ADVISORY COUNCIL CONTACT

We met with the Advisory Council at the State Library three times, at the beginning of the project on 29 May; midway, on 7 October; and after the draft final report was written. Also, we were in contact with all members by telephone in September in order to review the ILL survey instrument and our plans for distributing it.

2. STUDY APPROACH (con't)

2.3 SITE VISITS AND FIELD MEETINGS

In order to give us the opportunity to discuss the issues relating to ILL with librarians who are concerned with different aspects of ILL, from administrative to operational, from the points of view of the borrower and of the lender. We held:

- 9 regional meetings;
- meetings with 9 Referral Libraries;
- 4 meetings with area referral libraries;
- 2 meetings with medical libraries;
- 2 meetings with SUNY-OCLC;
- 1 meeting with State Library and EDP staff;
- 6 meetings with State Library staff.
- 1 meeting with directors of 3Rs, public and school library systems.
- 6 interviews with people concerned with innovative aspects of ILL operations in other states.

2.4 DATA COLLECTION AND ANALYSIS

We collected written statistics & special analyses that might have a bearing on ILL redesign:

- from NYSL;
- from Referral Libraries;
- from SUNY/OCLC;
- from other libraries in the state; and
- from other states.

To establish a benchmark for ILL operations throughout the entire state, we developed and mailed a one-day ILL Snapshot Survey to over 1500 libraries, systems and 3Rs, of which 726 responded, providing us with transaction counts and sample data.

2.5 REPORTING AND FIELD REVIEW

Following discussion of an initial draft by the Advisory Council and the Management Liaison, we submitted a second draft for review and discussion in the field. The State Library sent copies of this draft to the 3Rs, public and school system offices. In January, open meetings were held in each of the 3Rs to discuss the results and our recommendations. These meetings served as a final check for any serious errors in the findings; to hear of any serious problems with our interpretations or recommendations; and, to give us an opportunity to begin building field support for the recommendations. Following this field review, we prepared and submitted this final report.

3. CURRENT STATUS - ILL IN NEW YORK STATE

3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE *1

3.1.1 Context

Interlibrary loan (ILL) in New York State is conducted within the context of total library service to the state. Figure 1 provides some of the quantitative features of that context in the form of summary projections of library service that have been made for 1985.

ILL in New York State is conducted at all levels - local, regional, and state - and involves all types of libraries (academic, public, school and special). State funds have supported a library system structure which presently consists of public library systems, school library systems, reference and research library systems. The hospital libraries in the state also participate in the national program for regional medical libraries. These systems facilitate resource sharing among their members, and also provide access to other local, regional, statewide and national resource sharing systems. Figure 2 summarizes the annual ILL results of these resource sharing programs.

3.1.2 State Financial Support for ILL

Total New York State support for libraries for 1985/86 amounts to $57.5 million. Much of this support is intended to support and improve interlibrary sharing of resources.

New York provides support for ILL in several ways, e.g., through support of public library systems and school library systems; through support of Reference and Research Library Resources Systems (3Rs); through support of cooperative collection development by the academic libraries; and through support to hospital libraries. A major purpose of all of these groups is to make the interlibrary sharing of library resources more effective and thus, to make the state's library resources more readily available to those who wish to use them.

We estimate (see Figure 3) the state's support to libraries throughout the state for interlibrary sharing to be:

Total annual ILL expenditures	$19.8 million

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*1 In this section, we have made extensive use of the information that was originally provided in the Request for Proposal for this study. We have modified it to reflect recent changes and added further information.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)

3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

Figure 1

Projected library service - 1985 *1

	Annual Loans
Total lending to all patrons will be	about 150 million
This will be comprised of:	
Public library lending to 18 million people	95 million
Academic library lending to 1.1 million students and staff	22 million
School library lending to 3 million students	30 million

These services will be performed using the resources of:

Total libraries	over	7	thousand
Total staff	over	20	thousand
Total operating expenditures	over	$650	million
Total volumes held	over	$160	million

*2 FACT BOOK on the Board of Regents 1985 Legislative Program for Libraries, The University of the State of New York, The State Education Department, Albany, NY, March, 1985.

We have estimated academic lending at the rate of 20 loans per person per year; school lending, 10 loans per person per year.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

Figure 2

Annual ILL Summary

Items borrowed through ILL Total, more than	1.2 million
Items borrowed through ILL by:	
Public Libraries - 1983 *1	957 thousand
Academic Libraries - 1983/84 *2	194 thousand
Regional Medical - 1983/84 *3	50 thousand
School Libraries - 1983/84 *4	50 thousand

*1 Public and Association Libraries Statistics 1983, The University of the State of New York, The State Education Department, The New York State Library, Library Development, Albany, New York, 12230, 1984.

*2 For 168 academic libraries receiving Coordinated Collection Development Aid, given in: Reference and Research Library Resources Systems, 1983-84, New York State Library, The State Education Department, Albany, NY 12230.

*3 Estimated in Memo for NYSILL file, Joseph F. Shubert, May 15, 1985.

*4 Lasting benefits for libraries; the final report of the Commissioner of Education, Gordon M. Ambach, to the New York State Legislature on the Library Pilot Projects..., The University of the State of New York, The State Education Department, The New York State Library, Library Development, Albany, New York, 12230, 1984.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

Figure 3

New York State Support to Libraries *1

	State Support.......	
	Total (million)	Estimated ILL (million)
Public Library		
General *2	$24.9	$12.4
Coordinated Outreach	1.9	-
Central Library Dev. Aid *3	4.2	0.8
Central Library Book Aid *4	1.2	0.6
LIIA	6.7	-
Grants - NYPL *5	5.9	0.5
Grants - Other *4	0.4	0.2
Other	0.7	-
	-----	-----
SubTotal, Public Library	$45.9	$14.5
Reference and Research Res. *4	2.6	1.3
School Library Systems *3	3.9	0.8
Coordinated Collection Dev.	1.0	1.0
Medical Hospital *3	1.0	0.2
Regional Bib. Data Bases	1.3	1.3
Preservation/Conservation	1.1	-
NYSILL Program *6	0.7	0.7
	*****	*****
TOTAL SUPPORT	$57.5	$19.8

*1 Source: Internal summary of 1985/86 library aid, New York State Library.

*2 General is constituted of the categories: annual grant, per capita, book reimbursement, and due minimum. We have allocated 50% of this support to ILL.

*3 We have allocated 20% of this support to ILL.

*4 We have allocated 20% of this support to ILL.

*5 We have allocated 10% of the Research - Books and Research - Undesignated support ($4.8 million) to ILL.

*6 Estimation of NYSILL costs given in Appendix 4.

3.1.3 National ILL Networks in New York

Figure 4 summarizes the activity volumes of the three national ILL networks presently operating in New York State: OCLC, RLIN and the Regional Medical Library (RML) Program. Both OCLC and RLIN are used extensively and are well known in the state. Although the RML Program is also used extensively, it appears to be less well known, perhaps due to its specialized area of application.

1. OCLC

SUNY/OCLC is the network that provides OCLC services within the state. Some 280 New York libraries or systems participate in OCLC through SUNY. During FY 1983, SUNY/OCLC libraries carried out 61,000 ILL transactions on the OCLC system as borrowers, an increase of 18.8% over the previous year. 77% of the activity is carried out by academic institutions; 14%, by public libraries and/or systems.

OCLC provides an integrated ILL system. The borrower verifies the bibliographic description online (against some 12 million titles), determines the libraries with holdings (about 3/4 of New York's converted records are in OCLC, about 15 million holdings), selects the ones to receive the request and sends the ILL request. The request is tracked from the time its placed until any material loaned is returned to the lending library. The system provides extensive statistical analysis of the ILL transactions.

OCLC provides group access arrangements, dial access, and the optional use of microcomputers, the M300, in handling ILL transactions. The impact of group access is to enable libraries that are not full members of OCLC to participate in regional level ILL in which the OCLC member libraries serve as the lenders for the group. Dial access and the M300 combined allow effective use of the ILL subsystem at activity levels that are too low to justify the use for the standard fully connected leased lines. And on any lines, the M300 allows off-peak time batch transmission.

OCLC does not provide accounting for those transactions in which there may be charges levied. The ILL arrangements are worked out separately between the borrower and the lender.

SUNY/OCLC operates on a full cost recovery basis. In contrast to most of the other networks, however, its administrative costs are fully recovered by periodic fees e.g., for membership, terminal access, passwords,... and the individual transactions on the OCLC system are recharged at the same amount as they are billed to SUNY/OCLC from OCLC.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

Figure 4

New York Activity - Electronic ILL Networks *1

National Networks		
OCLC	over	60,000 per year
RLIN	over	10,000 per year
RML	over	50,000 per year
New York State Network		
NYSILL	over	50,000 per year

*1 Based upon 1983 activity.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

3.1.3 National ILL Networks in New York (con't)

2. RLIN

As does OCLC, RLIN provides an integrated system for ILL handling. The borrowing library can verify the bibliographic description, determine the libraries holding the item, select the ones to receive the request and place the ILL request. RLIN tracks the ILL transaction from the time the request is placed until any lent material is returned to the lending library. The system is also capable of providing extensive statistical analysis of the ILL transactions; it does not provide accounting for those transactions in which there may be charges levied. At present, RLG members - the major users of RLIN's ILL - do not charge each other for ILL lending.

RLG members in New York place the majority of their ILL requests through RLIN. The fill rate in 1984/85 was about 2/3, with over 10,000 loans filled. Although an important source of material, the RLG membership structure makes it likely that RLIN will be of importance primarily for the research libraries of the state.

3. Regional Medical Library Program |
New York State/RML Interface Program |
New York Hospital Library Services Program

The Regional Medical Library (RML) Program is extremely important to those libraries in New York that are primarily concerned with the health sciences. New York State has established programs to extend RML-like operations within the state, especially to hospital libraries. Although originally established by the National Library of Medicine (NLM) as a subsidized, hierarchical system, it has become a fee-for-service point-to-point network. Within New York, two types coupons are used to pay for service. It has been found that continued bibliographic training is critical to the program, and that automated accounts should be used, not physical coupons, to track reimbursements. About 50,000 annual loans are handled in the state.

In 1981, New York State appropriated $350,000 for an improved interface between NYSILL and RML. This interface provides libraries in the state access to RML by means of library service coupons purchased with these special funds. As a result of the availability of this point-to-point alternative, in 1984 the volume of medical requests submitted to the State Library and NYSILL decreased by 30 percent.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

3.1.3 National ILL Networks in New York (con't)

3. Regional Medical Library Program (con't)

The present Regional Medical Library Program (RML) is substantially changed from its initial form. When it was first begun by the National Library of Medicine (NLM), the RML network was completely subsidized by NLM and it was hierarchical in structure. Now, it operates as a fee-for-service point-to-point network, with NLM determining the maximum fees that may be charged. For 1986, NLM has approved a maximum charge for filling a loan to be $7. No fee for searching may be charged; however, referrals can be charged at 1/2 the rate charged for a fill.

NLM divided the nation into medical library regions. Within each region, there is a library that serves as the regional node. New York lies in the Northeast Regional Medical Library network, Region 1. The New York Academy of Medicine is the regional node in Region 1.

Each of the regions sets up its own methods for maintaining the necessary accounting of utilization in order to control usage in relation to subsidy. In Region 1, coupons were established to be used to "pay" for ILL services. Borrowing quotas established and the coupons were distributed; libraries then paid for any borrowing with coupons. The libraries were then responsible for paying for any beyond their quotas.

Originally, all requests in the system in Region 1 were sent to the Academy, which was consistent with its role as the regional node in the national network. However, with time, the amount of NLM support for RML was phased down. As this occurred, NLM and the Academy encouraged direct access to other libraries. Part of this encouragement has been toward having the smaller libraries build local consortia within which sharing would take place without fees being charged. The result is that the system has evolved from a hierarchical system to a point-to-point system. Now, the libraries buy the coupons as they need them in order to use them to pay for services provided by any of the other RML Region 1 libraries.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)
3.1.3 National ILL Networks in New York (con't)

3. Regional Medical Library Program (con't)

New York State/RML Interface Program
In 1980 New York State established the New York State/RML Interface Program. Because this is a subsidized program, it is necessary to decide how to distribute the coupons equitably and how many coupons to use for ILL to reward resource sharing.

Albany Medical Center serves as a resource library for the state funded Hospital Library Services Program and it is also an area library for RML Region 1. The Medical Center accepts requests from libraries sent through the 3Rs and fills from its collections and if it cannot fill, forwards the request into the RML System or to the State Library. The communication arrangements are similar to NYSILL, using microcomputer based electronic communication.

The libraries in the Hospital Library Services Program are assigned on a geographic basis. Access by these libraries is direct. Serials requests which are not located elsewhere are referred to SUNY Upstate Medical Center, or to other libraries, including the New York Academy of Medicine.

Bibliographic Access
The Medical Library Center of New York's location tools are of great importance to the successful operation of the network in the state. These tools consist of:

UCOM, Union Catalog Of Monographs and Multimedia

UCMP, Union Catalog of Medical Periodicals

UCOM contains the holdings of 34 libraries and is available both in microfiche and on BRS. UCOM is loaded on BRS from OCLC archive tapes. UCMP is published in microfiche and contains the periodical holdings of some 700 libraries.

ILL Request Transfer
NLM's DOCLINE system is expected to improve the efficiency of ILL. Search is by citation #, so a prior search is needed on another system, such as SERLINE, or MEDLINE. When the requestor enters the citation #, the system, using an on-line copy of UCMP holdings, automatically locates the holding libraries, sets up a sequential routing and activates the request. Routing is automatic, but differently assigned for each library, depending upon the borrowing library's preferred lenders. DOCLINE is still in test; in July, 1985, 72 Region 1 libraries were using it.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)
3.1.3 National ILL Networks in New York (con't)

3. Regional Medical Library Program (con't)

Training
Experience within RML has shown that continuing training of requesting library staff is critical to effective operation. This training should include the use of bibliographic and locational tools, as well as the protocols of operation.

Selecting the Lending Library
Because of its fee-for-service nature, the RML network tends to be self policing in so far as determining the amount of ILL activity and selecting the libraries to whom requests are sent. By contrast, in a subsidized network, there is a need for methods to limit the volume in the network and to limit the amount sent to any one location.

For known item requests, direct access works very well. All the RML libraries have the necessary location tools so that known-item/known-location requests represent the bulk of the requests in the system. For the few blind requests, the RML system provides for automatic routing to multiple libraries (with NLM as the last resort) until a request can be filled.

Payment for Service
Two types of coupons are in use in New York; the first is used by the borrowing library to pay for services performed under the state funded New York State/RML Interface Program. These coupons are initially provided by the State Library to the 3Rs, which are then responsible for their distribution. The second type of coupon, those obtainable for a fee under the RML Region 1 program, are used to pay for requests which are referred within the RML Region 1 system.

Physical coupons are inconvenient for the libraries to use. The ILL system should provide automatically, all information that is necessary to maintain ILL accounts between libraries. Then libraries could settle their ILL accounts on some periodic basis, e.g., monthly or quarterly. This approach is being used in RML Region 6 (Central U.S., St. Louis).

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

3.1.4 NYSILL

In 1967 The New York State Interlibrary Loan Program (NYSILL) was established to provide access to research materials at the state level. The State Library serves as a switching center and central resource for NYSILL. For additional resources, the State Library has contracted with 12 major libraries in the state (nine private research libraries, and three large public libraries) to provide loans of research materials which would not be available at the regional level. However, cuts in the 1984 NYSILL budget necessitated the discontinuance of contracts with one of the private research libraries and two of the public libraries, with the result that there are now 9 Referral Libraries.

The NYSILL Network is a state funded program that provides free ILL service to the borrowing libraries in New York State. At the same time, the lending libraries that are under contract are reimbursed for their services through a per request search fee and a per loan fill fee, as well as an annual participation grant (the latter to assist them in defraying staff costs in providing NYSILL service). The contract libraries are expected to respond to requests within six days. The current eight private research libraries in the network provide loans within designated subject responsibilities which reflect the strengths of their respective collections. In addition, these referral libraries provide materials outside of their designated subject areas if the location has been verified in a bibliographic tool. The one public library provides loans of materials of a more general nature.

During its 17 year history the NYSILL Network has operated as an hierarchical network, with emphasis placed on using local and regional resources prior to forwarding requests to The State Library. NYSILL Network volume peaked at 175,000 requests in 1975. Since then the annual volume has taken on a cyclical nature, down from 1976-1978, up from 1978-1980, and decreasing each year since 1980, with volumes of 109,491 in 1983/84 and 91,297 in 1984/85.

The emerging national networks, such as OCLC and RLIN, and the development of regional data bases, through which better identification and location of local and regional resources has been made possible, have had an effect on statewide ILL patterns. In addition, central library aid in the public library systems and collection development grants for college and university libraries have expanded regional and statewide resources.

3.1.4 NYSILL (con't)

The NYSILL Network has made increased use of technology over the years. A telecommunications network has connected the 56 authorized NYSILL transmission sites across the state and the 9 NYSILL referral libraries with The State Library. This network is state supported through state telecommunications grants to public library systems and reference and research library systems.

Although the network was originally set up with communication to and from the State Library, the State Library has provided the message switching capability of the NYSILL telecommunications network available to the 56 NYSILL transmission sites free of charge. This facility was provided as a pilot program in 1982, then the structure became operational statewide in 1983.

The NYSILL message switching makes it possible to carry out electronic point-to-point ILL request between the NYSILL transmission sites. The message is picked up by the Education Department computer, and is then automatically sent to the designated site. The NYSILL message will accommodate a bibliographic citation and the message can be referred sequentially to four designated libraries. The program has been used for intersystem ILL by several transmission sites but has not had a major statewide impact.

Collection Management System
Since the late 1970's The State Library has been developing a computerized Collection Management System (CMS), as a part of this system an online catalog for The State Library was initiated in 1978. Remote access to this catalog was made available to selected State Agency libraries in 1982 and since 1983 through microcomputer terminals in 10 resource libraries of the RML network in New York State. Special software has been developed to handle multiple referrals within the RML network and to transmit ILL requests to NYSILL. A statistical package was also created for the RML libraries, the beginning of an electronic banking system which may in time eliminate the need for libraries to exchange coupons.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

3.1.4 NYSILL (con't)

In mid-1985, the State Library converted the NYSILL teletype network to a microcomputer network. The basic structure of the NYSILL telecommunications network remains the same; the microcomputers installed in the NYSILL referral libraries and the NYSILL transmission sites will continue to act as terminals and will be polled by the SED computer. This polling is effective because a single wide-area line can be used and the transmission sites have a high likelihood of having transmission traffic. The change to microcomputers provides increased efficiency in processing requests, and greater flexibility in future changes in network configuration.

The majority of the NYSILL referral libraries are members of the RLIN Network. Use of an RLIN search terminal at The State Library provides improved ability to determine the location of requested items, yielding better NYSILL referrals and better service to users.

Delivery of ILL materials has always been a critical aspect of ILL, and poses an even greater problem today where technology provides almost instantaneous access to information, but users may wait two weeks or more for desired material to reach them. The library systems in the state maintain local and regional delivery services which serve their member libraries on schedules ranging from daily to once every week. The NYSILL network uses the U.S. Postal Service as a primary means of delivery. In the fall of 1982 a UPS delivery of NYSILL materials was established. NYSILL materials are currently sent via UPS to 10 library systems headquarters for member libraries which receive at least twice a week local delivery. In 1983, the State Library joined SUNY/OCLC SOLID Service Delivery System. NYSILL materials are sent via SOLID Service to all subscribers of that service.

3.1.5 Mandated Participation in ILL

Both law and regulations governing the library systems mandate participation in ILL and emphasize coordinated and cooperative activities.

The following examples from Commissioner Regulations show that coordination and cooperation in service plans including ILL are mandated:

PUBLIC AND FREE ASSOCIATION LIBRARIES

> 90.3, 4 (i) The plan of each public library system shall provide for coordination of the reference and interlibrary loan programs and functions of the public library system with the approved plan of the reference and research library systems of which it is a member. Each proposed revision of such plan shall be accompanied by a statement that the proposed revision has been transmitted to the board of trustees of the reference and research library system of which the public library system is a member, prior to its submission to the commissioner.

REFERENCE AND RESEARCH LIBRARY RESOURCES SYSTEMS

> 90.5 (c), (2) In addition to the information required by paragraph d of subdivision 2 of section 272 of the Education Law, the plan shall include, but need not be limited to:...
>
> (vii) a description of the means for locating library materials within the system area and the procedures for accepting, verifying and responding to loan request, including delivery;
>
> (viii) an indication that the plan is compatible with the approved plans of service of other library systems in the region, as demonstrated by evidence of appropriate consultation with public library systems, and the school library systems; and
>
> (ix) evidence that service programs are compatible with the Regional Medical Library Network or other special library networks which also serve member libraries.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.1 OVERVIEW OF ILL STRUCTURE IN NEW YORK STATE (con't)

3.1.5 Mandated Participation in ILL (con't)

Resource sharing benefits have been expanded as a result of regulations formulated under 1981 and 1984 legislation governing grants to colleges and universities for collection development and grants to rural hospitals.

3.1.6 Bibliographic Access Programs

As a result of the bibliographic access projects:

Online bibliographic access to 1/3 of all holdings.

Bibliographic access is an important component of the ILL process. It allows the determination of the item that the patron wishes to borrow and the verification of the correct bibliographic description of the item recognizable to the lending library.

About 90% of the public library and 50% of the academic library ILL activity in the state takes place at local and regional levels, with approximately 1.5 million requests being originated annually. Identification of resources in the state is far from complete, but has been improved through the following programs: mandated union catalogs on the public library systems, development of regional union lists of serials by the reference and research library systems and more recently by the school library system pilot projects, the building of regional databases such as the Metropolitan Interlibrary Cooperative System (MILCS), the inputting of records into the Online Computer Library Center (OCLC), and the Research Libraries Information Network (RLIN), the participation of The New York State Library in the Conversion of Serials (CONSER) project, the development of The State Library's online catalog with remote access capability, and the availability of an online statewide union list of serials through SUNY/OCLC.

All public library systems and reference and research maintain their respective regional ILL programs, including local and regional delivery services. The public library systems serve as ILL clearinghouses for their members. The reference and research library resources systems handle requests for member academic, medical and other special libraries, as well as unfilled public library requests.

The school library systems can be expected to be active in organizing bibliographic access to the libraries within each system; indeed, access was an important focus of the pilot projects carried out within BOCES regions from 1978-1984.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)

3.2 PERCEIVED PROBLEMS

3.2.1 Introduction

This section is concerned with the ILL problems that were identified during the consultant's contacts with librarians throughout New York - in regional meetings held throughout the state, in meetings with regional libraries and referral libraries, and in telephone contacts with other librarians. These problems can be a result of current ILL operations and organization (e.g. turn-around time is too slow) or of current policies (e.g. NYSILL restriction on materials it will supply). It should not be assumed that because a problem has been identified that it is supported by unanimous opinion state-wide. Librarians can be found who would challenge the inclusion of any particular problem listed below. However, the problems enumerated represent common themes for which we found a significant consensus reflecting current shared professional perceptions.

Although this list of problems represents current perceptions, many rest on impressionistic and intuitive judgements and may not bear close scrutiny. Our purpose here is to report what librarians are saying in open meetings, but our reporting does not imply our acceptance of the existence of these problems in fact. We will discuss our understanding of the problems and policies in later sections of this report.

3.2.2 Operational Problems

1. Turnaround time is too slow.

There is a general impression that it takes too much time to serve patrons' needs using ILL. This perception obtained both at the local level ("It should not take two weeks to obtain material from a library which is just across the river") and at the regional and NYSILL levels ("Sending a request to NYSILL is like dropping it into a black hole").

It is evident that although there is a perception that turnaround time is too slow, there is no clear consensus on what constitutes adequate turnaround time. Because there are few performance goals at various levels of the ILL process, it is difficult to judge the adequacy of this component of ILL service.

3.2.2 Operational Problems (con't)

2. Turnaround time is not measured uniformly.

Discussion on turnaround time revealed that there is no standard definition of turnaround time. Is turnaround time measured from the point of view of the patron (from the time the request is submitted to the time the material is received by the patron), from the point of view of the borrowing library (from the time a request leaves the library to the time the material is received by the borrowing library), or some combination of these two? Until a common definition and measure can be applied, one which indicates where delays occur in ILL operations, it will be difficult to monitor and attempt to improve turnaround time performance.

3. The hierarchical structure of current ILL operations contributes to turnaround delay and is inefficient for many requests.

Librarians in New York State are almost unanimously agreed that much ILL request handling does not make sense. For example, why does a request from Fordham University for material known to held by New York University have to go to Albany only to be routed back to New York City? Likewise, if a library anywhere in the state wants a foreign patent, why route that request to Albany when the only repository for this material in the state is New York Public Library? By analogy, the hierarchical handling of requests at the public library system and regional level often introduces similar inefficiencies. The hierarchical model creates extra operational nodes in the system at which a request has to be handled with no gain in efficiency.

4. The lack of uniformity among various ILL systems creates significant operational inefficiencies, especially when libraries are acting in the role of lender.

Many libraries are processing ILL requests using a variety of systems: OCLC, RLIN, NYSILL, RML, local and regional systems, and standard ALA. In addition, materials are delivered using several different methods: 1st class mail, book rate mail, UPS, local van, and SOLID Service (Purolator). Many librarians characterized this situation as creating a "blizzard" of paper work and a permanent training problem.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.2 PERCEIVED PROBLEMS (con't)

3.2.2 Operational Problems (con't)

5. Too many ILL requests lack adequate bibliographic verification.

Libraries in their role as lenders often complained about poorly prepared requests which indicated lack of sophistication in the use of various bibliographic tools. They feel that they have to spend too much time searching and redoing work which should have been done before they received the request. Many felt that the source of this problem is that ILL work is relegated to clerical staff positions where there is high turnover.

3.2.3 Management and Policy

1. ILL activity impacts local use of materials.

Several of the referral libraries, many of which have large local constituencies which must be served, are concerned that ILL impacts materials which are in local high use.

2. ILL activity places stress on the collection.

Several libraries are concerned that ILL impinges on local preservation efforts. Some feel that even local photocopying for ILL causes wear and tear on fragile and irreplaceable materials. They want to retain the right to decide how these materials can be used in the ILL context.

3. Current restrictions on the use of NYSILL is an unpopular policy.

Libraries in their role as borrower find the current restrictions on the use of NYSILL ("research" level materials for the "serious" user) arbitrary and elitist. Many report that the policy is often capriciously enforced; i.e. the same request will sometimes be filled and other times not. On the other hand, libraries in their role as lender want assurances that removing restrictions will not open the ILL system to abuse, such as using a research collection as a source for current best sellers.

3.2.3 Management and Policy (con't)

4. There is no consistent performance monitoring of ILL service.

Because of the lack of standards with regard to the service components of ILL (turnaround time, fill rate, predictability of service, etc), librarians have no sense of how well the system is working except from the limited and often impressionistic perspective of their local experience. Also lack of information means that there is no accountability by the various organizations involved in handling ILL transactions.

5. Current ILL service does not provide for subject access.

There are many patrons which do not have adequate access to the state's library resources because in many cases ILL does not support requests by subject.

6. State-wide bibliographic resources need continuing development.

Despite the major strides in the past decade in the development of bibliographic resources which provide information about the holdings of the state's libraries, much remains to be done. Many collections are either not represented or under represented on any of the online data bases. In addition, there is need for more detailed holdings information about serials literature.

3.2.4 Fiscal Policy

1. State reimbursement to net lending libraries is inadequate.

Many net lending libraries which receive reimbursement from the state for their support of ILL activities expressed the position that such reimbursement does not come close to matching their costs. Libraries stating this position are usually large research collections with complicated local bibliographic apparatus and several branch locations. There are some smaller referral libraries with specialized collections which felt that the reimbursement is adequate and are happy to have the supplemental budgetary support.

3.2.4 Fiscal Policy (con't)

2. State reimbursement does not adequately take into account local variation in cost.

In general, lending libraries feel that more attention needs to be paid to variation in labor rates, organizational complexity, and other local factors in determining costs and attendant reimbursement schedules.

3. Several net lenders are not reimbursed because they are not NYSILL referral libraries.

There are several net lending libraries which provide significant regional support for ILL which receive no state reimbursement and are becoming hard pressed to continue this role. With continuing development of access to these libraries' bibliographic resources on OCLC, RLIN, and other online systems, they are receiving and filling an increasing number of ILL requests from other libraries in the state. This situation is true for both state supported (e.g. SUNY campuses) and private institutions (e.g. Vassar).

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)

3.3 CURRENT STATISTICS

3.3.1 Sources of ILL Fills

The sources that fill public library and academic library ILL requests are given in Figure 5. Figure 6 provides a breakdown by 3Rs region of ILL activity for academic libraries. Figure 7 provides a summary of the ILL activity of the 3Rs offices.

3.3.2 Cost of Lending

Although it would be very desirable to be able to give a single value as the cost of ILL, unfortunately the reported costs of handling ILL requests and lending materials vary widely. For example, in the 1984 cost study of Region 1 of the Regional Medical Library network, the results were:

To fill an ILL request -

Highest institutional cost	$50.20
Mean Cost per request filled	$4.43
Lowest institutional cost	$2.51

To refer a request to another library -

Highest institutional cost	$954.23
Mean Cost	$10.22
Lowest institutional cost	$1.19

When cost ranges of this magnitude are encountered, it is highly likely that the institutions are not measuring similar activities in similar ways. To obtain such differences requires that the phenomena measured and/or the measurement technique must be significantly different. With respect to measuring the cost of ILL, it is most likely that both are true. It seems quite clear at the outset that the process that is necessary to retrieve an item from a large multi-branch library is substantially different than that required for a small, single location library.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)

3.3 CURRENT STATISTICS (con't)

Figure 5

Sources of Lending

1. Public Library Requests, PULISDO - 1983 (1)

Lending Library Type:	---1982--- Fills (1000)	%	---1983--- Fills (1000)	%
System Headquarters	180.4	25.8	177.0	24.4
Central Libraries	232.0	33.2	256.7	35.4
Other Member Libraries	210.3	30.1	217.8	30.0
SubTotal, Intrasystem	622.7	89.1	651.5	89.8
3Rs Council	30.2	4.3	34.6	4.8
NYSILL, NYSL & Referral	28.5	4.1	24.3	3.4
OCLC Libraries	4.4	0.6	6.5	0.9
Other	12.9	1.9	8.6	1.2
TOTAL	677.7	100.0	725.5	100.1

2. NY3Rs ILL Activity - 1983/84 (2)

- Academic Institutions Only -

	Requested	Filled	%	%
Borrowing				
Total Requests	229483	192900	84	100
Within 3Rs Region	112160	99182	88	51
Outside " "	117323	93718	80	49
Lending				
Total Requests	429841	285720	66	100
Within 3Rs Region	200671	144508	72	51
Outside " "	229170	141212	62	49

(1) NYSILL and the New York Public Library Systems, March, 1984, Ellen Parravano, Westchester Library System.

(2) For 168 academic libraries receiving Coordinated Collection Development Aid, in Reference and Research Library Resources Systems, 1983-84, New York State Library, The State Education Department, Albany, NY 12230.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)

3.3 CURRENT STATISTICS (con't)

Figure 6

Academic ILL - By 3Rs Region- 1983/84 (1)

By region, academic libraries only

	Requests Received			Items Provided		
	In 3Rs	Not In	Total	In 3Rs	Not In	Total
NY3RsCA	44852	23830	68682	33391	13409	46800
NY3RsCE	14298	27097	41395	11042	16217	27259
NY3RsLI	17785	16781	34566	11229	6962	18191
NY3RsNC	11876	10391	22267	9874	6449	16323
NY3RsME	44164	42530	86694	31372	25030	56402
NY3RsRO	21661	26324	47985	14569	18004	32573
NY3RsSC	9705	53450	63155	7531	35463	42994
NY3RsSE	21453	6894	28347	14619	3859	18478
NY3RsWE	14877	21873	36750	10881	15819	26700
TOTAL	200671	229170	429841	144508	141212	285720
% in 3Rs	47			51		
% Fill	72	62	66			

	Requests Made			Items Received		
	In 3Rs	Not In	Total	In 3Rs	Not In	Total
NY3RsCA	27643	16656	44299	25669	15209	40878
NY3RsCE	6558	11781	18339	6043	9853	15896
NY3RsLI	7933	9033	16966	6016	6933	12949
NY3RsNC	9684	9679	19363	7877	8350	16227
NY3RsME	28610	27391	56001	25361	20809	46170
NY3RsRO	9122	9185	18307	7714	7523	15237
NY3RsSC	6154	20516	26670	5508	15943	21451
NY3RsSE	8778	3860	12638	8273	3411	11684
NY3RsWE	7678	9222	16900	6721	5687	12408
TOTAL	112160	117323	229483	99182	93718	192900
% in 3Rs	49			51		
% Fill	88	80	84			

---

(1) For 168 academic libraries receiving Coordinated Collection Development Aid, in Reference and Research Library Resources Systems, 1983-84, New York State Library, The State Education Department, Albany, NY 12230.

Figure 7

ILL Activity of the 3Rs Offices (1)

3. 3Rs - Number of ILLs Filled and Locations Supplied - 1983-84

Type	Filled	Location
Public	14336	1013
Academic	39576	3945
Hospital	7297	10826
Other Members	7710	1677
NYSILL	20963	4820
Other	5342	-
TOTAL	95224	22281

---

(1) Reference and Research Library Resources Systems, 1983-84, New York State Library, The State Education Department, Albany, NY 12230.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

3.3.2 Cost of Lending (con't)

While every component of cost is likely to vary from one library to another, the greatest variation appears to be in staff cost. The following are examples for academic and public libraries in New York:

New York University - 1984/85	$15.29
Union Theological Seminary - 1983	$7.44
Pioneer Library System - 1984	$2.54

The State Library operates the NYSILL Network in order to provide ILL service for those requests that cannot be handled satisfactorily at the regional level. The State Library fills those requests that can; the remainder are sent on to one of the NYSILL Referral Libraries and tracked until it is filled or cancelled. It is difficult to estimate expenditures at the state level, because some expenses are not recharged to the State Library, e.g., fringe benefits for personnel. Even so, direct expenditures within the State Library are budgeted at $0.274 million for 1985/86 (total budget has been stable in recent years) and we estimate at least:

Total Internal Expenditures	$0.389 million

3.3.3 NYSILL Referral Library Reimbursement

The libraries contracting with the State Library to handle ILL requests referred from the State Library, from their regions or from special areas, receive varying amounts of support, depending upon their participation grant, the amount paid for searching for material to fill a request and the amount paid for filling a request. The reimbursements for each of the institutions is given in Figure 8. The following is the total reimbursement for the NYSILL and Area Referral Centers, 1983/84:

State Referral Support	$0.318 million

Under these programs, 55,047 requests were submitted, of which 31,819, or 58%, were filled for an:

Average reimbursement rate	$9.99

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 8

NYSILL Referral Library Reimbursement (1)

Institution	Fill Rate %	----Cost per------- Filled Request Annual Participation Grant Excluded	Included
Referral Libraries ($2.50/search $3.50/fill)			
American Museum	65	$ 7.32	$14.58
Columbia University	42	9.37	17.35
Cornell University	72	6.97	8.81
Engineering Societies	81	6.57	8.00
New York Public	52	8.26	13.37
New York University	49	8.57	13.68
Teachers College	48	8.70	12.17
Union Theological	46	8.88	22.42
	--	------	------
SubTotal	62	$ 7.51	$11.20
Area Referral Libraries ($1.00/search $3.50/fill)			
Brooklyn Public Library	44	$ 5.77	$66.38
Buffalo & Erie County	47	5.64	7.14
Monroe County Lib Sys	47	5.64	14.45
	--	------	------
SubTotal	47	$ 5.64	$ 9.40
Regional Referral Libraries ($1.00/search $3.00/fill)			
SUNY Buffalo	69	$ 4.44	$ 6.31
University of Rochester	38	5.60	6.90
Buffalo & Erie County	56	5.27	6.77
	--	------	------
SubTotal	56	5.17	6.70
	**	******	******
GRAND TOTAL	58	$ 6.84	$ 9.99

(1) Source: NYSILL Referral Libraries, Subject Referral Centers, April 1, 1983 - March 31, 1984, 12 months - Actual Cost, Internal Analysis, New York State Library

3.3.4 New York Library Holdings in Online Computer Systems

The estimated number of holdings records and the data bases in which they reside are given in Figure 9 for those titles that have been converted to MARC2 format.

3.3.5 Turnaround Time Analyses - SUNY-OCLC ILL

SUNY-OCLC arranged to have OCLC run a special analysis of the activity of NEW YORK libraries using the OCLC ILL subsystem. This analysis was carried out on a random sample of transactions that were filled during 1984/85. The results of the analysis are given in Figures 10 and 11, the former for transactions separated by whether both borrowing and lending libraries are SOLID subscribers; the latter, separated first by whether the item supplied was a loaned item or a photocopy.

In Figure 11, the mean delay shown for Column 2, Ship Date to Received Date, for non-photocopy materials between SOLID Libraries of 7.1 days is rather too long for the actual SOLID service itself. There are three levels of SOLID service, once, three and five pickups/deliveries per week. Between two libraries that are on daily pickup and delivery, the actual delivery time is one day, or three days over the weekend.

The delay of one week is likely due to:
1) some of the materials were not sent by SOLID;
2) some of the delay is attributable to shipments from libraries that do not subscribe to daily service;
3) some of the delay is in-library time, either delays in releasing the material for shipment, or delays in signalling receipt after it has been delivered.

As a result, we accept that there is a significant difference in delivery time between SOLID and non-SOLID service. We believe that repeated samples would show not less than a 1.5 day difference for non-photocopy materials.

The mean delay shown for Column 2, Ship Date to Received Date, for photocopy materials between SOLID Libraries is no different from libraries using other delivery methods.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 9

LIBRARY HOLDINGS IN ONLINE COMPUTER SYSTEMS *1
(in international standard MARC2 format)
(shown in millions of titles)

	..General Online Data Bases..					Other	Not
	MILCS	OCLC	RLIN	UTLAS	Total	*2	In
REGION:							*3
Capital		1.2			1.2	-	3.6
Central		1.0			1.0	1.7	1.2
Long Island	1.4	0.7			1.4	-	-
METRO	0.9	3.7	1.6	0.4	6.5	-	27.6
North Country		0.8			0.8	0.1	0.8
Rochester		1.6		0.2	1.8	0.3	1.7
South Central		3.5	1.7		4.3	0.1	4.1
Southeastern		0.5			0.5	0.9	1.1
Western		1.8		-	1.8	-	2.4
	---	---	---	---	---	---	---
TOTAL *4	2.3	14.8	3.3	0.6	19.3	3.1	42.5
Ratio	12%	77%	17%	3%	100%	na	na

Holdings available through general online data bases:

Estimated portion of total: 1/3

*1 Source: Five year plan for regional bibliographic data bases and interlibrary resources sharing programs, 1983-90, for each of the nine regions of the state.

*2 The Other column contains the other holdings in machine form which are in circulation systems, or used for microform publication and distribution, but which are not generally available in the region for online access.

*3 The Not In column reflects the estimate of the holdings in the region which are not yet in machine form.

*4 Those who have attempted to estimate the combined holdings of libraries will recognize the difficulties of the process. We have chosen to show the sum of the title counts for the individual libraries, rather than the total number of volumes that are held. When these are summed across all libraries, they do not represent different titles, but when compared with the count of titles remaining to be converted, they do give an indication of the portion of the states' library collections that are available online.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 10

OCLC ILL Subsystem - New York Activity - 1984/85

	Library on Type of Delivery ---SOLID---	 --Other---	 Difference
MEAN TIME	------------(in days)------------		
1. Request Date to Received Date	11.6	13.3	1.7
(+/-3sigma(mean))			(0.9)
2. Request Date to Ship Date	4.0	4.4	0.4
(+/-3sigma(mean))			(0.4)
3. Ship Date to Received Date	7.5	8.9	1.4
(+/-3sigma(mean))			(0.8)
4. Receive Date to Returned Date	26.7	26.4	---
5. Return Date to Item Back Date	10.1	9.7	---
PERCENTILE VALUES	------(days to 50% of fills)------		
6. Request Date to Received Date	8	11	
PERCENTILE VALUES	------(days to 75% of fills)------		
7. Request Date to Received Date	15	162	
PERCENTILE VALUES	------(days to 90% of fills)------		
8. Request Date to Received Date	21	25	
PERCENTILE VALUES	------(days to 99% of fills)------		
9. Request Date to Received Date	47	46	

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 11

OCLC ILL Subsystem - New York Activity - 1984/85

	REQUEST FILLED BY					
	LOANED ITEM			PHOTOCOPY		
	Library on Type of Delivery			Library on Type of Delivery		
	SOLID	Other	Diff	SOLID	Other	Diff
MEAN TIME	(in days)					
1. Request Date to Received Date (+/-3sigma(mean))	11.4	13.9	2.5 (1.2)	11.7	12.6	---
2. Request Date to Ship Date (+/-3 sigma(mean))	4.2	4.1	---	3.7	4.6	0.9 (0.6)
3. Ship Date to Received Date (+/-3sigma(mean))	7.1	9.6	2.5 (1.0)	8.1	8.0	---
4. Receive Date to Returned Date	26.7	26.4	---	na	na	na
5. Return Date to Item Back Date	10.2	9.8	---	na	na	na

3.3.6 One Day Snapshot Survey of All Libraries

In order to gather additional information about ILL activities in New York State, we conducted a one-day snapshot survey of ILL activity on October 31, 1985. This date was chosen to coincide with the survey of the SUNY libraries that had already been scheduled for that time.

The survey investigated ILL processing from two points of view: that of the borrowing library, i.e., the institution requesting the material for its patrons, and that of the lending/referral library, i.e., the library and/or referral center processing and ultimately supplying the material to fill the request. Borrowing and lending activities were each split into smaller component processes or "activity categories".

Seven borrowing activities were defined; these are: initiating an ILL request, receiving material to fill a previously-initiated request, receiving a cancellation of a previously-initiated request, notifying an individual patron of the availability of ILL material, circulating and checking in ILL material to/from the patron, and returning the material to the lending institution.

Similarly, ILL lending/referral was partitioned into four categories: receiving an ILL request, processing a request, sending material to fill a request, and processing ILL items returned.

The survey instrument is shown in Appendix 5. It consists of instructions and four forms. Forms 1A and 1B cover ILL borrowing, while Forms 2A and 2B cover lending/referral. We asked participating institutions to record total counts of ILL transactions by category on Forms 1A and 2A. On Forms 1B and 2B we asked for a sample of ILL transactions in each of the categories for which they had activity. Transaction dates and other identifying information were requested for each sampled transaction. A given library would report on either or both sets of forms, depending on its ILL function and its transaction volumes on the date of the survey.

The rule for selecting the items to be sampled was as follows: Count the activity in each of the activity categories as it occurs. Sample the first five items that you process in each activity category. If you process fewer than ten items on the survey day, you're done, don't sample any more than five; if you process 10 or more, sample the 10th, 20th, etc, in addition to the first five.

Forms and instructions were mailed to approximately 1500 libraries statewide. A total of 734 libraries responded; 729 sent some data, while 5 reported non-participation.

Approximately 100 returned only Forms 1A and 2A and reported no activity in any category. The remaining institutions reported some ILL activity on Forms 1A and 2A and also sampled their transactions on Forms 1B and 2B. Two samples, one for borrowing activities and one for lending, each of approximately 5900 transactions, were compiled from these responses.

CALCULATION OF SAMPLE STATISTICS

We are interested in two types of sample statistics, i.e., turnaround times for selected processing stages, and proportions of transactions with certain characteristics, e.g., the time between the ILL request date and the date the item is received at the borrowing library, or the proportion of requests that were submitted that had already been searched on an online system by the borrowing library.

In computing the mean values for each type of library, we computed a sample mean for each library, then multiplied this mean by the library's volume for the type of transaction being analyzed and then divided the sum of all of these weighted means by the total volume for all libraries of the same type. We then computed a grand total mean over all types of libraries that was weighted by the amount of activity for each type. We also computed variances, using a finite population correction because of the relatively large proportion of samples for the libraries with low levels of activity on that day. The variances are included in the tabulations in Appendix 5.

The calculations to produce the weighted proportions in this report are analogous to those used to compute the mean statistic above. Unweighted sample proportions for each library are weighted by that library's transaction volume to get a weighted proportion. A finite population correction was also used in the computation of proportion variances, standard deviations, and standard errors.

Although all the computations are given for all types of libraries in Appendix 5, many of them have sample sizes which are too low to convey much information. In general, we have included in the body of the report only those statistics for which we have a sample size of 100 or more. If we include a statistic that was computed from a smaller number of samples, we will put the computed value in brackets, [...].

3.3.6 One Day Snapshot Survey of All Libraries (con't)

Figure 12 summarizes the borrowing and lending/referral activity volumes that were reported by the libraries during the one day survey. Comparing these volumes to the activity given in the annual statistical reports, as borrowers, the libraries reported ILLs received amounting to 0.34% of annual ILL loans; as lenders, 0.46%. Estimating 250 days per year of ILL activity, an average day would represent 0.40%. of annual activity. Thus, the reported borrowing activity represents about 85% of an "average" day; lending activity, 116%.

Given that 47% of the libraries polled responded to the survey, giving this volume of sample data, we believe that the data obtained are reasonably reflective of the overall results that are being obtained.

Figures 13 and 14 give the activity counts summarized by type of library. Due to seasonal variations in activity, academic libraries are represented more highly than are public libraries. For example, for the day, academic libraries received 0.5% of their total annual loans; public libraries, only 0.2%. As a result, although the totals across all types of libraries are included in Appendix 5, we did not use these totals in our analysis.

Finally, we attempted to be cautious in the use of these results, in that they had to meet common sense explanations of what the likely causes of the results would be. If a result seemed unusual and there was no clear explanation for it, we did not use it in our analysis.

Figures 15 through 27 present the computations of average delay times for the various steps in transferring requests between the libraries and the distributions for how the requests are searched, how many locations are found, how the request is sent, etc.

3.3.7 Analysis of NYSILL Delay

Figure 28 provides the mean delay times from the time the request is placed on the electronic NYSILL network until the notice that the request is filled is sent. These times are provided for the State Library alone and for the State Library and Referral Libraries combined. The detail for these analyses are given in Appendix 4.

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)

3.3 CURRENT STATISTICS (con't)

Figure 12

Total Activity Volumes - Snapshot Survey of ILL

31 October 1985

Total libraries requested to participate:	1520
Total libraries responding	726
Response rate	47%

	Total Activity
1. THE LIBRARY AS BORROWER	
1.1 Requests Initiated	5278
1.2 Items (to be returned) Received	2629
1.3 Photocopies (no return) Received	1457
1.4 Cancels Received	489
1.5 Notify Individual Item Available	2549
1.6 Notify Individual Item Unavailable	321
1.7 Items Circulated to Individuals	2232
1.8 Items Returned By Individuals	1506
1.9 Items Returned To Lending Library	1820
2. THE LIBRARY AS LENDER/REFERRAL AGENT	
2.1 Requests Received	8920
2.2 Requests Processed	9210
2.3 Items/Materials Sent	5557
2.4 Previously Lent Items Returned	2696

Figure 13

Borrowing Summary Totals by Library Type

Snapshot Survey of ILL

31 October 1985

1. THE LIBRARY AS BORROWER

	# OF LIBS	RQSTS INIT	ITEMS RCVD	COPIES RCVD	CANCELS RCVD	NOTFY INDIV AVAIL	NOTFY INDIV UNAVL	ITEMS CIRCU TO INDIV	ITEMS RETND BY INDIV	ITEMS RETND TO L LIB
3Rs	4	88	5	0	0	25	1	1	0	0
Academic	146	1234	401	590	96	710	72	525	328	335
Health	100	816	119	421	37	323	46	288	77	90
Other	1	13	2	6	1	2	1	1	3	4
Public Lib. Sys.	14	330	130	42	67	63	16	61	10	103
Public	355	2192	1854	149	236	1351	162	1153	982	1165
School	12	197	80	31	23	25	9	86	67	71
Special	79	408	38	218	29	50	14	117	39	52
*** Total ***	711	5278	2629	1457	489	2549	321	2232	1506	1820

# OF LIBS = Libraries reporting on Form 1A.
RQSTS INIT = Requests Initiated [1A-1]
ITEMS RCVD = Items (to be returned) Received [1A-2.1]
COPIES RCVD = Photocopies (no return) Received [1A-2.2]
CANCELS RCVD = Cancels Received [1A-3]
NOTFY INDIV AVAIL = Notify Individual Item Available [1A-4.1]
NOTFY INDIV UNAVL = Notify Individual Item Unavailable [1A-4.2]
ITEMS CIRCU TO INDIV = Items Circulated to Individuals [1A-5]
ITEMS RETND BY INDIV = Items Returned By Individuals [1A-6]
ITEMS RETND TO L LIB = Items Returned To Lending Library [1A-7]

Figure 14

Lending/Referral Summary Totals by Library Type

Snapshot Survey of ILL

31 October 1985

	# OF LIBS	RQSTS RECVD	RQSTS PROCD	ITEMS/ MAT'LS SENT	PREV LENT ITEMS RETND
3Rs	9	549	950	71	43
Academic	144	1979	1987	1539	630
Health	96	709	1080	870	117
Other	1	486	391	118	65
Public Lib. Sys.	22	2426	2504	1151	797
Public	349	2341	1905	1555	923
School	13	268	218	83	98
Special	77	162	175	170	23
*** Total ***	711	8920	9210	5557	2696

# OF LIBS = Number of Libraries reporting on Form 2A.
RQSTS RECVD = Requests Received
RQSTS PROCD = Requests Processed
ITEMS MAT'LS SENT = Items Sent to Borrowing Library
PREV LENT ITEMS RETND = Items Returned By Borrowing Library

Figure 15

Request Type Distribution (Borrowing Libraries)

# OF LIBS	# OF SAMP	RQSTS INITD	KNOWN ITEM KNOWN LOC	KNOWN ITEM UNKNOWN LOC	SUBJECT RQSTS
			Percent Distribution (by Row)		
Academic					
83	419	1022	87	13	00
Health					
43	238	606	78	19	03
Public					
101	498	1221	55	41	04
Special					
18	89	330	[79]	[21]	[00]

# OF LIBS = Libraries with at least one sample
OF SAMP = Number of samples
RQSTS INITD = Requests Initiated [1A-1]
KNOWN ITEM, KNOWN LOC = Known-Item/Known-Location Requests
KNOWN ITEM, U UNKNOWN LOC = " " /Unknown " Requests
SUBJECT RQSTS = Subject Requests

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 16

Where Request Searched Distribution

Summary by Borrowing Library Type

Percent Distribution (by Row)

	# OF LIBS	# OF SAMP	MULTIPLE	OCLC	RLIN	NYSL	MILCS	UCMP	OTH ON LINE	OTH	NONE
Academic	91	436	09	58	08	02	00	01	01	22	00
Health	47	242	07	13	00	03	00	36	18	22	00
Public	132	510	01	03	01	00	05	01	33	39	17
Special	27	98	02	56	00	04	00	04	05	22	07

Where Request Searched (Lending/Referral)

Summary by Lending/Referral Library Type

Percent Distribution (by Row)

	# OF LIBS	# OF SAMP	RQSTS PROCD	MULT	OCLC	RLIN	NYSL	MLCS	UCMP	OTH ON LINE	OTH	NONE
3R	5	127	709	37	09	00	03	04	00	01	28	19
Public Lib. System	10	226	1271	08	10	01	01	12	00	24	43	02
Public	8	74	283	[03]	[04]	[00]	[00]					

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 17

Locations Found

Summary by Borrowing Library Type

	# OF	# OF	Number Found for Requests Searched................										
	LIBS	SAMP	0	1	2	3	4	5	6	7	8	9	10 or More
			Percent Distribution (by Row)										
Academic	90	432	04	14	14	06	05	09	04	03	02	01	37
Health	47	241	13	13	11	13	05	12	04	08	02	03	16
Public	116	433	36	26	07	03	04	04	05	02	01	02	10

Summary by Lending/Referral Library Type

	# OF	# OF	Number Found for Requests Searched................										
	LIBS	SAMP	0	1	2	3	4	5	6	7	8	9	10 or More
			Percent Distribution (by Row)										
3R	5	79	[25]	[25]	[10]	[13]	[06]	[07]	[00]	[02]	[02]	[03]	[07]
Public Lib Sys.	10	204	25	20	08	06	05	04	03	01	01	01	25
Public	8	69	[15]	[43]	[03]	[03]	[05]	[02]	[02]	[00]	[00]	[00]	[28]

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 18

How Requests Are Sent

How Requests Sent (Reported by Borrowing Libraries)

	# OF LIBS	# OF SAMP	RQSTS INITD	TELEPHONE	NYS ILL	OCLC	RLIN	OTH ELECTRONIC	1ST CLS	VAN	SOLID	OTH
				Percent Distribution (by Row)								
Academic	87	410	1032	05	03	43	11	01	17	17	01	02
Health	45	235	585	01	04	11	01	26	39	19	00	00
Public	134	514	1286	01	04	01	00	01	02	88	00	03
Special	27	97	350	[02]	[10]	[47]	[00]	[07]	[18]	[14]	[00]	03

How Request Received (Reported by Lending/Referral)

	# OF LIBS	# OF SAMP	RQSTS INITD	TELEPHONE	NYS ILL	OCLC	RLIN	OTH ELECTRONIC	1ST CLS	VAN	SOLID	OTH
				Percent Distribution (by Row)								
3R	8	101	536	13	02	16	00	09	34	19	01	06
Academic	85	460	1643	03	08	47	10	03	10	16	02	01
Health	43	156	412	07	03	13	01	26	33	15	00	00
Public Lib. System	18	349	2259	02	05	06	01	01	02	78	01	03
Public	119	489	1252	09	00	01	00	12	01	77	00	00

Figure 19

Request Date To Date Item Received (Borrowing Library)

All Request Types &
All Item Delivery Methods

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	Time in Days - MEAN TIME
Academic	62	321	792	9.87
Health	31	137	213	7.14
Public	105	525	999	19.57

All Request Types &
Item Delivery by
Local Van [1B-11=3]

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	Time in Days - MEAN TIME
Public	97	479	892	20.89

Known Item/Known Location
Requests [1B-3=1]

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	Time in Days - MEAN TIME
Academic	57	304	779	9.60
Health	27	119	195	6.66
Public	70	314	696	19.84

Known Item/Unknown
Location Requests [1B-3=2]

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	Time in Days - MEAN TIME
Academic	5	13	13	[12.08]
Health	4	15	18	[11.73]
Public	42	134	484	23.81

Loan Item Supplied

	# OF LIBS	# OF SAMP	LOAN ITM	Days MEAN TIME
Academic	32	100	267	11.07
Public	93	428	867	20.48

Photocopy Supplied

	# OF LIBS	# OF SAMP	PHO TO CPY	Days MEAN TIME
Academic	46	171	438	8.45

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 20

Request Date To Date Item Sent

THE LIBRARY: AS BORROWER
Requests Sent by
All Methods

Time in Days -

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	MEAN TIME
Academic	52	237	679	6.13
Health	26	106	168	4.70
Public	73	327	743	19.80

AS LENDER/REFERRAL AGENT
All Libraries &
All Requests

	# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME
3R	3	21	71	[12.21
Academic	76	395	1301	5.22
Health	32	148	839	3.54
Public Lib. System	12	116	870	21.49
Public	88	419	1261	5.75

Requests Sent by
Phone/Electronic

Time in Days -

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	MEAN TIME
Academic	28	114	448	5.56

Requests Sent by
Phone or Electronic

	# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME
Academic	49	227	1081	4.19

Figure 21

Date Item Sent To Date Item Received (Borrowing Library)

All Delivery Methods

	# OF LIBS	# OF SAMP	Time in Days - ITEMS+ COPIES	MEAN TIME
Academic	53	243	689	4.01
Health	25	104	165	2.24
Public	76	336	756	1.86

Delivery by Local Van

	# OF LIBS	# OF SAMP	Time in Days - ITEMS+ COPIES	MEAN TIME
Academic	16	60	223	[2.56]
Public	64	265	621	1.39

Delivery by SOLID or Other Overnight

	# OF LIBS	# OF SAMP	Time in Days - ITEMS+ COPIES	MEAN TIME
Academic	17	61	310	[3.10]

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 22

Patron Notification (Borrowing Library)

How Individual Notified Distribution

# OF LIBS	# OF SAMP	NOTIFY INDIV AVAIL	NOTIFY INDIV UNAVL	PHONE NOTIFY	FIRST CLASS NOTIFY	OTHER NOTIFY
				Percent Distribution (by Row)		
Academic						
31	79	286	17	[37]	[63]	[00]
Health						
18	45	95	24	[92]	[08]	[00]
Public						
94	315	628	68	74	26	00

Date Item Received To Date Individual Notified
All Methods of Notification

# OF LIBS	# OF SAMP	#INDIV NOTIFY	Time in Days - MEAN TIME
Academic			
30	146	362	0.26
Public			
67	277	512	0.56

Individual Notified To Date Item Lent

All Methods of
Notification

# OF LIBS	# OF SAMP	#ITEMS CIRC'D	Time in Days - MEAN TIME
Public			
50	201	372	2.45

Notified by
Telephone

# OF LIBS	# OF SAMP	#ITEMS CIRC'D	Time in Days - MEAN TIME
Public			
42	165	351	2.20

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 23

Publication Year and Price (by Lending Library)

Publication Year for ILL Items Sent

	# OF LIBS	# OF SAMP	ITEMS SENT	1959 & PRIOR	1960 TO 1969	1970 TO 1979	1980	1981	1982	1983	1984	1985
				Percent Distribution (by Row)								
Academic	83	399	1336	15	12	28	03	03	10	07	13	09
Health	41	147	725	01	01	11	21	03	04	15	16	27
Public Lib. Sys	17	164	928	09	11	30	08	05	03	10	11	13
Public	113	418	1301	11	07	32	04	04	06	07	17	13

Mean List Price of Items Sent by Lending Libraries

	# OF LIBS	# OF SAMP	ITEMS SENT	MEAN LIST PRICE
Academic	10	45	166	[27.16]
Public Lib. System	8	46	770	[48.23]
Public	38	188	518	14.92

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 24

Request Date To Date Item Sent (by Lending Library)

	Lending/Borrowing Within Same System				Same 3R Region			
	# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME	# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME
Academic	34	151	583	3.71	30	100	676	3.79
Public	83	376	1221	5.92				

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 25

Request Date To Date Request Received (by Lending Library)

All Methods of Request Transmission

Time in Days - Summary by Lending Library Type

	# OF LIBS	# OF SAMP	RQSTS RECVD	MEAN TIME
3R	7	85	414	[1.84]
Academic	75	442	1586	3.16
Health	29	139	393	2.44
Public Lib. System	18	308	2259	2.19
Public	85	395	984	5.17

Request Sent by Telephone/Electronic

	# OF LIBS	# OF SAMP	RQSTS RECVD	MEAN TIME
Academic	54	289	1362	2.54
Public Lib. System	7	49	792	[2.50]
Public	21	77	203	[0.34]

Request Sent by Non-Electronic

	# OF LIBS	# OF SAMP	RQSTS RECVD	MEAN TIME
Academic	35	143	863	5.27
Public Lib. System	15	257	2139	2.37
Public	65	305	824	6.09

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 26

Date Request Received To Date Item Sent (by Lending Library)

All Libraries

Time in Days - Summary by Lending Library Type

# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME
3R			
3	21	71	[10.39]
Academic			
79	411	1328	2.03
Health			
32	148	839	0.23
Public Lib. System			
14	144	895	17.75
Public			
92	467	1284	1.13

Lending/Borrowing Within Same System

# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME
Academic			
35	154	610	1.64
Public			
81	395	1227	1.11

Lending/Borrowing Within Same 3R Region

# OF LIBS	# OF SAMP	ITEMS SENT	MEAN TIME
Academic			
30	97	599	[1.15]

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 27

Date Item Sent To Date Item Returned (by Lending Library)

All Libraries

Time in Days - Summary by Lending Library

# OF LIBS	# OF SAMP	ITEMS RETND	MEAN TIME
Academic			
14	74	212	[33.63]
Public Lib. System			
5	55	476	[81.39]
Public			
16	60	136	[32.50]

3. CURRENT STATUS - ILL IN NEW YORK STATE (con't)
3.3 CURRENT STATISTICS (con't)

Figure 28

NYSILL Fill Times (1)

Date Placed on Communications System To Notification Item Sent

Mono. Number	Serial. Number	Total.. Number	Days * Number	Mean Days
All NYSILL - June, 1985 (New York State Library & Referral Libraries)				
2980	2430	5410	24298	4.49
State Library Only - June, 1985				
2980	2430	5410	16042	2.97
All NYSILL - July, 1985				
1095	1425	2520	15052	5.97
State Library Only - July, 1985				
1095	1425	2520	6711	2.66

NOTE: After 1 July 1985, requests can be transmitted between any two NYSILL transmission sites (with the exception of those at the Referral Libraries), with a referral routing of up to four libraries, in which the State Library may be included. The management report system which provides the time analysis counts as arrival, the time that the request first arrives at the host computer. As a result it does not distinguish between those requests that go to the State Library and those that go to other sites. It is not known what effect this has had on the times reported by the system.

(1) Source: Internal management reports for June and July, 1985.

4. NATIONAL TRENDS

4.1 TRENDS IN OTHER STATES

4.1.1 Introduction

In this section, we will describe selected developments relating to ILL systems in other parts of the country. This is not meant to be an exhaustive review of ILL activities in the U.S., nor does it describe fully the ILL activities for the states or regions included; we have selected innovative activities that may have bearing on the redesign of ILL in New York State.

We will discuss aspects of ILL related work and special projects underway in five states: California, Colorado, Illinois, Maryland, and Washington.

4.1.2 California

Using both state and federal funds, the California State Library has a program for providing partial reimbursement to libraries that provide copies of their cataloging in standard MARC2 format, using records supplied from a source that is approved by the State Library. These records, representing most of the recent cataloging in the state have been gathered together and reproduced in microfiche and loaded onto BRS. The periodical collections are also available in microfiche. Taken together, these publications cover most of the library collections in California for publications from 1968 to date; in addition, much of the retrospective collections is reflected as well. The total coverage is:

Monographs over	1.6 million titles	6.9 million locations
Serials over	0.5 million titles	0.8 million locations

The production responsibility for the cataloging supplied under the State Library's program lies with CLASS, the Cooperative Library Agency for Systems and Services. CLASS is a membership-based public agency dedicated to promoting library cooperation, automation, and resource sharing among all types of libraries and information centers.

4. NATIONAL TRENDS (con't)
4.1 TRENDS IN OTHER STATES (con't)

4.1.2 California (con't)

Beginning in 1983, an ad hoc committee of the CLASS Advisory Council carried out two surveys, the first to find out whether librarians in California considered ILL delivery delay to be a problem; the second, to determine how much the librarians considered a "reasonable" amount to pay for faster delivery, who should pay, and how often they would use the service. *1

Barely a majority of the librarians agreed delivery took too long, and 80% felt that the borrower should pay the costs of faster delivery. If the service cost were greater than $5, only 8% of the libraries would use the service more than 100 times per year. Thus, the service was viewed as special, rather than one to be used for standard operations. The committee concluded that if CLASS were to sponsor a rapid delivery service, it would be addressing a non-problem.

4.1.3 Colorado

The Colorado State Library, under the State Board of Education, has provided LSCA grants for the development of the Irving Library Network. This network, a consortium of Denver metropolitan area libraries, has been carrying out a project to demonstrate the feasibility of linking dissimilar systems and providing common access to their online catalogs and circulation control systems. These systems are supplied by different vendors and have different structures that must be accommodated.

The development of the network system has been performed by Minicomputer Systems, Inc. (MSI). In developing the network, MSI has made use of the X.25 standard for packet switching and the Open System Interconnection protocol being used by the Linked Systems Project (Library of Congress, OCLC, RLIN and WLN).

The network is designed to make use of microcomputers to provide the standardized communications among the different computer systems. The patron carries on a search of the local system as if the microcomputer were not there. But if the patron wishes to search a different computer system, he/she is able to convey this information and the microcomputer establishes connection with the specific system the patron designates and then the same search can be performed without having to rekey the search specification.

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*1 Source: Document Delivery Committee, Final Report, by Catherine Shepard-Haier, Library Studies and Research Division, Office of the President, University of California, April 12, 1985.

4.1.3 Colorado (con't)

In 1985, the demonstration system was in operation for the systems of the two public libraries, Aurora and Jefferson County. These systems, the CLSI and the Pueblo Library System, operate on very different hardware (Digital Equipment and Sperry/UNIVAC), and use different communication protocols (asynchronous and polled synchronous). A second phase of the project is scheduled for 1986, in which two additional library systems, at Denver and Boulder, will be incorporated into the system.

In a later phase, the planning calls for ILL transactions to be incorporated. It is expected that after the patron establishes that the desired item is identified, it will be possible to enter an ILL request for the item into the system automatically.

4.1.4 Illinois

Illinois State Library operates ILLINET, a mechanism for sharing of library resources among all types of Illinois libraries. The state is divided into 18 regional library systems, 8 of which are multi-type systems. These regions are interconnected and are connected also to the academic system, LCS, which is operated by the state Board of Higher Education. ILLINET provides ILL service to 2290 libraries, of which 40% are school libraries. Included are 164 academic libraries and 520 special libraries.

The objective of ILL is to improve access to library materials, regardless of where the patron and the materials are located. The system does not restrict borrowing; all types of borrowers and all types of materials are handled. There are a few libraries in the state for which as much as 25% of total circulation is based upon ILL.

Each regional system provides ILL between the libraries within its region. It is the connection point for inter-regional ILL. Each has a computer system containing the holdings of the libraries in its region.

Nearly all of the holdings of the state are online -
on the regional systems or
on the University of Illinois LCS.

4. NATIONAL TRENDS (con't)
4.1 TRENDS IN OTHER STATES (con't)

4.1.4 Illinois (con't)

Each regional system has the ability to access the computer systems of the other regions, and each has a terminal connected to the LCS. In some cases, there is more extensive connection capability. There is interconnection among the CLSI systems so that the libraries (including the State Library) can directly access the holdings of other CLSI libraries. In addition, there is an interface operating between the CLSI and the DataPhase systems, to allow the same level of direct access. Direct interfacing of the other vendor systems is planned.

Document Delivery
An inter-region van delivery gives daily delivery to the 18 regional systems, and 27 academic libraries. Each of the regions and the University of Illinois operate their own delivery services. In all, 750 libraries have daily delivery. The balance have at least one delivery per week, either directly or, for about 120 libraries, at a drop point. The cost of the delivery system for FY 1984 was $0.97 per item shipped (i.e., a book loaned and returned through ILL counts as 2 shipments).

ILLINET now offers facsimile transmission of urgently needed materials. The equipment, Omnifax 99 and 35s, was obtained by a competitive procurement and installed in 66 libraries.

Activity Levels
ILLINET has been handling about 1.50 million loans per year, 72% of them within the regions. About half of the inter-region lending is provided by the academic libraries.

ILL traffic has been growing at	5 - 7% per year.
Facsimile traffic has been growing at	17% per year.

From the time the request is originated until the time the desired item is delivered to the requesting library:

Intra-region lending - 78% is provided within 3 days.

Inter-region lending - 66% is provided within 7 days.

Fill rate for the last four years:

Author-title requests	88% - 91%
Information requests	98% - 99.1%

4. NATIONAL TRENDS (con't)
4.1 TRENDS IN OTHER STATES (con't)

4.1.4 Illinois (con't)

Selecting the Lending Library
In general, the selection of the request routing for inter-regional lending is made by the regional system. Academic and special libraries, however, have "by-pass privileges" and may select the lending library and transmit the request directly to it. Indeed, the LCS system is organized so that the individual patron working on an LCS terminal can initiate an ILL transaction which will result in having an item from a remote library being sent to the patron.

Fiscal Policy
The costs of the regional systems and of the inter-regional delivery are supported by the state, as are the telefacsimile equipment and the communications costs.

With the exception of four libraries providing special research and reference services that are reimbursed $4.25 per item for requests filled, lenders are not reimbursed.

The policy of the state has been that all libraries benefit from ILL services and it is in the best interest of all for each library to consider ILL lending as part of its basic group of services. Although some libraries have questioned this policy, e.g., the more selfsufficient public libraries, there appears general acceptance and so the policy is expected to continue.

4.1.5 Maryland

The Division of Library Development and Service of the Maryland State Department of Education provides support for the operation of two ILL services, MILO and MILNET. These services are mechanisms for sharing library resources among all types of Maryland libraries.

Maryland libraries are divided into four regions, Eastern Shore, Metropolitan, Southern, and Western Maryland. Within each region, a regional library provides ILL services for its region (except Metropolitan, where service is provided by Enoch Pratt). Each region operates an interlibrary delivery service for handling ILL requests and loans. Also, Baltimore County and Montgomery County library systems operate delivery services for their own libraries. These services provide daily pickup and delivery for all libraries with the exception of some libraries in Western Maryland.

4. NATIONAL TRENDS (con't)

4.1 TRENDS IN OTHER STATES (con't)

4.1.5 Maryland (con't)

Inter-region ILL service is provided through MILO, which is operated by Enoch Pratt, under contract to the state`s Division of Library Development and Service. Requests that cannot be handled within the region are referred to Enoch Pratt for fill or referral to other libraries. A teletype system has been used within MILO to handle ILL requests.

Until Spring, 1985, MILO operated in a hierarchical structure with all requests from the regions going to Pratt for fill or referral. On 18 March 1985, MILNET (not an acronym) went operational and supplements the continuing MILO service. MILNET is an on-line ILL system which is directly accessible by 13 of the major libraries in Maryland. MILNET is implemented under a five year contract, with annual renewals, with Baltimore County Library, who in turn, is contracting with Autographics, Inc., for the operation of MILNET on their AGILE 2 system.

MILNET is an on-line data base and ILL system comprised of MARC2 bibliographic records and holdings information for libraries in the state, together with the necessary bibliographic search capabilities to identify the desired item, determine the locations holding it and send an ILL request for it. The MILNET participants may select the sequence in which the other MILNET libraries are directly queried for ILL requests, with the exception that Pratt is automatically queried first if a holding is shown for it.

Bibliographic Access

The bibliographic and holdings records on MILNET are for titles with publication dates 1968 to present. These records represent approximately 1/2 the holdings of the libraries in the state and sampling indicates that they cover approximately 3/4 of the total ILL activity. In November, 1985, there are approximately

MILNET online over 0.8 million titles

On microfiche, there is a union catalog which is published in two parts and represents all of the states library holdings which are in MARC 2 format. It was most recently published in June, 1985:

	Titles	Locations
Microfiche		
MICROCAT9, 1968-	0.7 million	1.3 million locations
OLDCAT, pre-1968,	0.8 million	1.4 million locations

4. NATIONAL TRENDS (con't)
4.1 TRENDS IN OTHER STATES (con't)

4.1.5 Maryland (con't)

The major support for the development of MILNET, approximately $250,000, has been provided by the state's Division of Library Development and Service, using LSCA Title III funding. MILNET participants pay for their telecommunications costs and for the maintenance of the terminal equipment located in their libraries.

Objectives of Interlibrary Sharing
The major objective of ILL is to improve the access to library materials, regardless of where the patron and the materials are located. MILNET appears to be having a positive effect in reinforcing this objective by changing the perception within the library that ILL lending is an important public service that should receive attention and priority comparable to the library's other public services.

Coordination and Allocation of Lending
By policy of the state, the MILNET system software is structured to send first to Pratt any ILL request for which Pratt is shown as one of the holding libraries. This policy decision was made because Pratt receives some $1.3 million per year to serve as the ILL resource for the state.

Subject to the restriction above, the MILNET participant may select any sequence of 5 MILNET libraries shown as holding the item, to receive the ILL request. If a request is still unfilled at the end of its processing string, the request is then automatically routed to Pratt for fill or referral to libraries outside MILNET.

Statistics
While statistics for the delay from request to receipt are not available, Pratt processes (fills, refers or returns) 79% of requests received within 3 weeks.

Institutional Responsibility
Participation in MILNET requires the approval of the Division of Library Development and Service. Selection of the original participants was based upon their providing the heaviest support to ILL within the state. Thirteen libraries were selected, including 6 public, 3 regional, and 4 academic libraries.

To take part in MILNET, the libraries committed to provide the administrative support needed to give rapid ILL service. One of the guidelines established was that as a first priority, all participants would check the system daily for incoming requests.

4. NATIONAL TRENDS (con't)
4.1 TRENDS IN OTHER STATES (con't)

4.1.5 Maryland (con't)

Although there is pressure for expansion of MILNET, the policy basis for expansion has not yet been established; it is planned to address this as part of the state's development of a long range plan for library technology.

Unified or Multiple Systems
At present, there are multiple ILL systems operating in Maryland, including MILO (and MILNET as a subset), OCLC, RLIN, and RML.

Selecting the Lending Library
Within MILO, and with the exception of the MILNET participants, all selection of a lending library within a region is performed by the regional library; all inter-region selection is performed by Pratt.

Document Delivery
The van services of the regions and the county libraries are organized to meet so that inter-region transfers can be made. Deliveries between the libraries within the same library system are the responsibility of that system.

Fiscal Policy
In general, ILL services are provided without reimbursement which is specifically related to the service. However, certain libraries receive reimbursement for lending that is performed through referral from the MILO office and Pratt. E.g., Johns Hopkins University, University of Maryland, College Park, and University of Maryland, Health Sciences have received reimbursement. The costs of this group of ILL lending have been monitored during the last three years and a standard reimbursement formula is being established, i.e., $2.00 per request processed and $4.00 per request filled will be reimbursed to the lender from state funds.

Most of the initial costs of MILNET were paid by the state from LSCA Title III funds. To this point, the libraries participating in MILNET are supporting only the communications costs and the costs of maintaining their own terminal equipment. The fiscal policy with respect to future participation is not yet established.

4. NATIONAL TRENDS (con't)

4.1 TRENDS IN OTHER STATES (con't)

4.1.6 Washington

On March 18, 1985, the Washington State Library began the first component of a two-part two-year Washington Materials Delivery Project. In the first component, a contract courier (Purolator) is providing daily delivery to 21 pickup and drop sites which serves to interlink existing courier routes. As of November, 1985, 65 libraries were served by this linkage.

The second component, a demonstration telefacsimile network, began operation in June, 1985. In November, 1985, 11 libraries had telefacsimile equipment installed; 12 libraries are scheduled for installation in December, 1985; 8 more libraries, for June, 1986.

The telefacsimile equipment, Pitney Bowes Model 8900 Group 3, is being leased for $134 per month, including maintenance. The Model 8900 contains an autodialer with a 99 number memory, and an input document tray capable of holding up to 30 pages. Control cards are included in order to control the number dialed, the time of day at which to dial, and the resolution to be used. Communications used have been either the State of Washington's telecommunications system, SCAN, or the normal telephone switched dial network. Transmission time is dependent upon the resolution used:

quality text transmission averages 1 minute per page.

Although activity levels and staff effort are being monitored in the project, no data are yet available. During the first 4 months of telefacsimile operation, the average line charges for libraries:

	per minute	per call
On the State SCAN	$0.15	$0.48
Not on " "	$0.47	$0.48
Including proportion of standard monthly charge:		
Not on " "	$0.85	$0.88

In-state SCAN rates are $0.10 per minute after 5:00 p.m. Out of state SCAN rates are 25% less than commercial rates.

Most of the costs of the Materials Delivery Project are being covered by Washington State Library, including the courier contract, telefacsimile equipment, and telecommunications costs. In addition, each of the telefacsimile sites is receiving $5,000 to help defray its internal (staff, supplies) costs.

There is no reimbursement of the ILL lender.

4. NATIONAL TRENDS (con't)

4.2 TECHNOLOGICAL TRENDS

4.2.1 Introduction

This is a period of rapid technological change. Some of these changes should have a direct impact on the way ILL is carried out during the next 5 - 10 years. Our task in this section is to review technological trends and identify those likely to provide opportunities to improve the effectiveness of ILL during the coming years.

There are three areas of technology that are of direct concern for ILL: communications, computing and transportation. And operating within and between these areas there is technological change concerned with what we shall call systems standards, i.e., those explicit agreements that are established in order to allow components from different sources to be assembled and integrated, together with staff, management and the other necessary resources, into operating systems. We will discuss the changes likely in each of the three technology areas and then we will discuss standards in the final section.

4.2.2 Communications

1. Modems

Modems provide the connection that allows data to be sent: from a terminal or a computer system, through a modem, over the standard telephone system, through another modem and into another terminal or computer system.

The cost of modems continues to decrease in relation to their speed of transmission. At the same time, modems continue to be developed that operate at faster speeds than previously possible. For example, modems to operate on the dial switched telephone network at a speed of 1200 baud (roughly 120 characters per second) have dropped in price by approximately 60% over a four year period. Such modems can now be purchased for about $400. Now, there are modems available at approximately $700 that operate over the dial network at 2400 baud (240 characters per second). And, there are now modems available at about $2000 that are capable of 10000 baud (1000 characters per second).

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)
4.2.2 Communications (con't)

1. Modems (con't)

It's not just that raw speeds are increasing; the ability of the modems to check the transmissions and correct any errors (either by retransmitting or by using transmission codes capable of being corrected after receipt) is improving. As a result, if the telephone transmission is not clean, it is still possible to transmit accurately, though at a lower net speed than that for which the equipment is rated.

As a result of these developments, it is now practical to use autodial modems on the switched telephone system that are capable of transmitting in 8 seconds the information content that is roughly equivalent to that on a typeset, printed page.

The potential for the future is that full text transfer can be done, so long as the text is in machine form, at the rate of at least 12 - 8 pages per minute. This rate is important, not merely in terms of the delay in transmitting a single page, but also in terms of its expansion of the transmission capability over a day's time.

Given an average of 15 pages per journal article, transmission can be accomplished in 2.5 minutes; over a four hour period, 96 articles can be transmitted. At this rate, a library could transmit thousands of articles per year and still maintain a reasonable production schedule and response time.

2. Electronic Mail and Electronic Bulletin Boards

Electronic mail provides the user with the capability to receive messages in computer data format, messages that were sent earlier and placed in the user's "mail box", to wait till picked up at a convenient time. An electronic bulletin board is essentially the same as electronic mail, emphasis is the principal difference between them. As the name implies, messages in a bulletin board system are primarily for anyone to read, and the sender need not address the message to specific individuals. However, in most bulletin board systems, one can send mail to just one individual just as in electronic mail systems mail can be broadcast.

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)
4.2.2 Communications (con't)

2. Electronic Mail and Electronic Bulletin Boards (con't)

Another feature of the bulletin board makes it very intriguing with respect to potential opportunities for ILL - many are operating on microcomputer systems. Although an electronic bulletin board may be national in scope, there are a large number of them being set up and operated by individuals using a telephone, an auto-answer modem, and a microcomputer. This has had the combined results of demonstrating feasibility of the approach and lowering the cost of the necessary software - indeed there is now bulletin board software in the public domain.

This ability to send electronic mail without the receiver connected at the same time is very important, because then the schedules of the sender and receiver do not need to be matched in order for the information transfer to take place. Thus, the sender places the message in the system at the sender's convenience, and the recipient, at his/her convenience, dials in and any mail that is waiting is transferred from the mail box to the recipient's terminal or computer system. There are various competing mail systems, each with different special features; one that is commonly available, however, is that on sending a message, the sender can have it sent to several designated recipients without having to make a copy of the message for each.

Electronic mail is already being used in ILL systems. For example ALA makes available ALANET, an electronic mail and information service within which one can enter and transmit ILL requests, as well as use general electronic mail, bulletin board functions and data base searching. The bulletin board service, XMAIL, allows the same message to be sent to as many as 500 addresses at the same time. The ALANET computing services are provided by ITT Dialcom, Inc.

In general, access to an electronic mail or an electronic bulletin board service is through dialing a telephone number which connects the user into a computer network within which the messages are stored and routed to the appropriate parties. The current electronic mail services tend to be either national in scope, or dedicated to providing mail between a specially defined group of people, e.g., members of the same organization.

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)
4.2.2 Communications (con't)

2. Electronic Mail and Electronic Bulletin Boards (con;t)

In the national systems, these telephone numbers are often available in the local dialing area, so that no long distance charges are incurred; however, in general, these services attempt to operate on at least a cost recovery (and preferably a profit) basis, so they do have connect time charges. For example, the connect time charge for ALANET is $17 per prime time hour and $13 per hour at other times. In addition, there are usually other charges, e.g., basic monthly charges for the mail box and charges for storing messages on the system.

In local bulletin boards operated on microcomputers, the cost of access is the prorated cost of local telephone service, plus the prorated cost of the microcomputer system. It is feasible to assemble a fully adequate microcomputer system, with auto-answer modem for $4,000. If this system were dedicated to electronic mail on a 50% duty cycle over a four year period, the cost would be about $1.00 per hour.

Assuming that an ILL request required 1200 characters of data to be transferred, a transmission time of 10 seconds would be required. Added to this would be telephone connect and disconnect time; the amount prorated would depend upon the number of ILL transactions transferred at the same time. The time to connect and disconnect would vary depending upon the type of security access, but would be about 10 seconds. If each were sent individually, the total time would be 20 seconds. If sent 10 at a time, the total time would be 110 seconds, or 11 seconds average. Thus, the message capacity during a four hour period would be 700 to 1000 ILL transaction messages.

3. Digital Video and Telefacsimile

Television is in the midst of a major change from analog to digital technology. The most important implications of this change, from the point of view of opportunities for ILL, is that the television signals in digital form are capable of being processed in standard computing systems. This means that the signals can be stored, manipulated, and transmitted either to other computers or to display devices. As a result, standard computer systems with video cameras mounted to them will be able to obtain video signals, store them and transmit them at a later time.

3. Digital Video and Telefacsimile (con't)

The telefacsimile technology is a special application of video technology joined with photocopy/printing technology. That is, a page is subjected to a scan which is converted to signals capable of being sent over telephone lines and used by a matching device which receives the signals and uses them to print an image of the original at the remote location. The major limits of the technology from the point of view of ILL use have been that the material to be scanned needed to be single sheets, thus, requiring a prior step of photocopying from the book or journal anything to be sent; and, the transmission time has been relatively slow. For example, for telefacsimile equipment costing in the range of $2500, the time to transmit a page of typeset quality text is about 1 minute. This has meant that for a 50% duty cycle, a pair of units, transmitter and receiver, is capable of transmitting about 240 pages, or 16 journal articles a day. Given that telephone time charges can be in the range of $0.15 - $0.50 per minute, this gives transmission costs for the average journal article in the range of $2.25 to $7.50. Aside from the cost of the telephone charges, the capacity limitation has meant that facsimile transmission has been of value only for transmissions for which the value of immediacy is very great.

The move to digital video technology is going to allow standard computers to be integrated into telefacsimile. First, it will become possible to obtain the original video signals via a digital camera, rather than through inserting a photocopy in a telefacsimile machine. Second, it will be possible to reduce substantially the amount of time required to transmit the information to the receiving system. And third, the signals received will be capable of being printed with a computer system printer which is used for other purposes as well as facsimile transmission.

Wherever signals are stored in a digital computer, there is the potential for signal enhancement (through the removal of noise), signal recognition (through analysis of the signal content), and signal compression (through the elimination of redundant data). Taken together, all of these capabilities will be important for telefacsimile, because it will reduce the time required for the transmission and increase both quality and resolution at the same time.

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)
4.2.2 Communications (con't)

3. Digital Video and Telefacsimile (con't)

Recognizing all of this potential, we must say that we expect that the main area of application of telefacsimile will be for those materials that are not available in machine form. Where standard computer text representations are available, the quality and speed of transmission will be higher than for facsimile transmission. To explain this, on a current standard dot matrix printer, a printed character is selected by printing a configuration of dots in a 7 x 11 dot frame, or matrix. Thus, the character is represented by 77 dots which are either printed or not printed; this means that 77 bits of data are involved, rather than 8 bits if the standard computer printed symbols are being used. Although data compression techniques can go a long way in removing redundant data without recognizing the underlying patterns or symbols being conveyed, the knowledge of these patterns will always allow more efficient representation and transmission.

The components of the technology that we have been describing have been available for some years. The major need at this time is for standards to be settled that can be used with all equipment and services for the intermixed representation of standard computer text and graphics and digital video representing pictures, freeze frame or moving. The recognized needs of the television industry have been growing and there have been several competing approaches. Though we would not wish to predict when a stable standard will emerge, we do expect it to be within 5 - 10 years. After these standards are available, we expect a rapid development of microcomputer software that will enable any standard system to operate as telefacsimile equipment in sending or receiving facsimile transmissions.

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)
4.2.2 Communications (con't)

4. Satellites, Fiber Optics and Laser Transmission

To the extent that the delays in ILL are caused by the transmission of information between different locations, satellites, fiber optics and laser transmission may serve to reduce the delay. All three of these technologies are concerned with providing higher capacity information transmission. Satellites, of course, are concerned with transmission of information over substantial distances. A chief characteristic of satellite communication is that distance, in land miles, between transmitter and receiver are no longer an important factor in determining cost of transmission. And as with other communication technologies, we are learning how to make the satellites more effective. One of the important developments that have been taking place is that of reducing the cost of equipment that is required to transmit a signal to the satellite. There is equipment in initial production that would allow two-way satellite communication for an initial cost of equipment per station of $6,000.

Fiber optics serves as a "light pipe" for laser communications. The combination of the two provides increased communications capacity when compared with the past use of of copper wire and electronic transmission. The telephone companies and major industrial organizations are "wiring" local facilities with fiber optics cable. Due to the distances involved in ILL transmissions, we do not expect this technology to have a direct effect; however, the control of costs of local telephone operations will be aided by the use of this technology.

4.2.2 Computing Systems

1. Computers

Computers of all sizes, from microcomputer to mainframe, are going to continue to have a significant effect on ILL. Already, the OCLC, NYSILL, RLIN and RML networks have benefitted significantly from the use of computers - from the point of bibliographic identification and verification, to the determination of location, to placing the request for the item and through tracking the request until the entire request is completed.

A continuing problem in filling ILL requests is determining whether the desired item is available, not just held, at a given library. This determination is usually made by a person in the lending library going to the shelf and attempting to find the item. While checking the shelf will always be needed to retrieve the item, online circulation control systems will provide substantial improvement by showing those libraries in which the item is known to be unavailable; thus, the request can be sent somewhere that the likelihood of fill is greater.

While every type of computer is continuing to increase in capability and decrease in the unit cost of operations, the microcomputer technology is particularly important to ILL operations. These computers are now being used in place of a normal "dumb" terminal (e.g., the OCLC M-300); in other systems they can be used to prepare documents and to control the flow of operations and to maintain the needed statistics.

At present, an appropriate system for the control of ILL within the individual library would be an IBM PC, or compatible microcomputer system, such as the Tandy 2000. Such systems can be purchased for a cost in the range of $4,000 - $6,000 and be equiped with 512 kb of memory, a monochrome display, a 10 million byte hard disk, a 100 character per second dot matrix printer, a 1200 baud auto-dial, auto-answer modem and software for telecommunications, data base maintenance, spread sheet and word processing.

4. NATIONAL TRENDS (con't)

4.2 TECHNOLOGICAL TRENDS (con't)

4.2.2 Computing Systems (con't)

2. Printers

Laser printers represent the most important development in so far as ILL is concerned. These printers are fully capable of producing high quality graphic images at the rate of 6 - 8 pages per minute (or less than 2.5 minutes for a 15 page article). The capacity of a laser printer of this class on a 50% duty cycle is over 1400 pages per day. At present, laser printers capable of this level of quality and speed cost on the order or $6,000; however, there has been a substantial amount of speculation that several of the major printer manufacturers are preparing equivalent versions for release in 1986 in the price range of $3,000.

Amortizing the cost of the printer over a 3 year period and including an annual maintenance cost of $600, and projecting an overall utilization rate of 10% of rated capacity, the cost per page printed would be $0.02 per page. At this level of cost, demand printing of articles (if already in machine form) is entering the realm of practicality.

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)

4.2.2 Computing Systems (con't)

3. Mass storage

Laser based mass storage, video disks or CD-ROM, offer the potential for distributing bibliographic access to the individual library without having to provide immediate online access. In the last two years, the cost of producing a video disk master has been cut in half, as have the per copy reproduction costs. The cost to produce a master for a 500 million byte data base (after all computer processing to organize the data base has been done) is in the range of $5,000; the copy reproduction, $50.

The cost of equipment to read video disks is dropping as well. There are now readers which can be attached to the IBM-PC (or board-compatibles), for total costs in the range of $1,500 to $3,000.

4.2.3. Transportation

We do not expect any new transportation technologies to effect ILL in New York in the next ten years. However, we do expect that greater information handling with computers will provide improved efficiency and reduce transportation times. This improvement will come from integration of existing systems. For example, computers are now used to schedule truck loading and dispatch. With the use of uniform shipping and tracking procedures, they can be used to reduce delay time in transfer from one transport to another. Automatic equipment for sorting is used heavily by the U.S. Postal Service; such an approach is being used in prototype systems for handling other materials. And while it is now standard for the special delivery services, Federal Express, Purolator, etc., to have customers use the telephone to call for the pickup of a shipment, we expect that they will shift to the use of computer to computer communications for this function, eliminating the need for people to answer the telephone and rekey the same information.

4. NATIONAL TRENDS (con't)
4.2 TECHNOLOGICAL TRENDS (con't)

4.2.4. Systems Standards

The X.25 standard for packet switching, in combination with the Open System Interconnection protocol being used by the Linked Systems Project (Library of Congress, OCLC, RLIN and WLN), gives the promise of a future time when libraries can have the effect of using a single integrated system, even though many different systems are in use. This type of capability is used in the air line industry, for example, in order to provide an interconnect for reservations.

The issues that must usually be resolved are economic as well as technical. That is, what is the relative value of the interconnect to the various parties? We believe that answering this question in a manner that leads to greater interconnect capability is rather more difficult that solving the technical questions. In any event, we expect that within the next ten years, computer to computer communications will enable the borrower to first search and determine the bibliographic description of the item, then determine the libraries holding the item, then determine whether the item is shown as available in one or more of the libraries' circulation control systems, and then to place an ILL request for the item, causing it to be placed on hold. To the user all of this functionality will be integrated, however, several different computer systems in widely different locations may actually carry out the necessary processes.

5. ANALYSIS OF REQUIREMENTS

5.1 OVERVIEW

This section describes our understanding of system requirements for the redesign of ILL for New York State. "System" here is interpreted in its broadest sense to include all policies, procedures, technologies, and other components applied to providing ILL service in the state. Requirements are statements which indicate what a system in its most ideal manifestation must do from the point of view of its users. As discussed below in section 5.5, requirements often conflict with one another, and it is the job of the system designer to attempt to resolve or balance these conflicts as various design alternatives are explored. An example from another field can illustrate this point. In passenger aircraft design, users want speed, fuel economy, and large cargo carrying capacity; all of these requirements are inherently in conflict with one another.

Our study of ILL described in sections 3 and 4 of this report includes analyses of current trends in New York and some other states, of technological opportunities which can be applied to ILL, of statistics showing recent ILL performance, and of meetings with librarians throughout the state. From this study we have derived a set of system requirements which we believe accommodates the needs of the libraries in New York state and provides opportunities for effective service to library patrons.

These requirements are listed in Figure 29 and are discussed in the following sections. We have noted that these requirements are often important to a library depending on the role it is playing in the ILL process: that is, either as borrower or lender. The figure shows this role interest with each requirement statement.

5. ANALYSIS OF REQUIREMENTS

5.1 OVERVIEW (con't)

Figure 29

(continued on next page)

Summary of System Requirements

The design goals for system operation are:

	Role Interest
1. Maximize bibliographic access	Borrower
2. Provide for conversion of unknown items with unknown locations to known items at known locations	Borrower
3. Maximize fill rate	Borrower
4. Minimize turnaround time	Borrower
5. Provide predictable turnaround time	Borrower
6. Standardize systems and procedures	Borrower & Lender
7. Load-level lender demand	Lender
8. Provide for training	Borrower & Lender

5. ANALYSIS OF REQUIREMENTS
5.1 OVERVIEW (con't)

Figure 29
(continued from prior page)

Summary of System Requirements

	Role Interest
Management policies in support of operations are:	
1. No restriction on use of ILL by imposition of borrower or material qualifications	Borrower
2. Permit point-to-point transmission of known-item/known-location requests	Borrower
3. All libraries in state can participate directly in ILL	Borrower
4. New York State Library assures that any library, without regard to geographic location or economic circumstance, can provide ILL service to its patrons	Borrower
5. The ILL system is subject to continuing performance analysis and evaluation	Borrower & Lender
6. ILL does not conflict with local policies regarding availability of materials	Lender
7. Responsibility for material is assumed by recognized library institution.	Lender
8. The ILL system provides proper incentives which encourages efficient users and discourages inefficient users.	Borrower & Lender
Fiscal policy requirements are:	
1. Minimize unit cost of ILL transactions	Borrower & Lender
2. No new costs to borrowing institution	Borrower
3. Provision for net lender cost recovery	Lender
4. No user fees applied to residents of state	Borrower
5. Recognize cost differential between lending libraries	Lender

5. ANALYSIS OF REQUIREMENTS (con't)

5.2 OPERATIONAL FEATURES

5.2.1 Maximize bibliographic access.

The most significant trend in the last decade which has had an impact on ILL service is the development of union bibliographic data bases available either online or on microform. The use of these data bases is well represented in the state of New York, and is a major factor explaining the difference in the percentage of known-item/known-location requests leaving academic libraries (87%) and public (55%). A nuch larger proportion of academic libraries have use of the OCLC, RLIN, and other data bases. It is reasonable to assume that if similar bibliographic tools were available at local public and school libraries a comparable rate of know item/known location requesting could be achieved. Consider that if these libraries had a COM catalog of the complete holdings in their respective systems and keeping in mind that 90% of ILL requests are filled within the individual public library system, then it would be possible for these libraries to achieve a 90% rate of known item/known location requests.

The ILL redesign program for New York State must focus on the continued development of bibliographic data bases which give location information for monographic and serial holdings in the state. Currently approximately 33% of library holdings are available on data bases, so much remains to be done.

5.2.2 Provide for conversion of unknown items into known items and unknown locations into known locations.

The ILL system will continue to need centers where requests with items or locations that are unknown, can be converted to known-item/known-location requests for libraries which lack access to the bibliographic tools or the expertise to use them. This is especially true for requests by subject for which we found considerable demand and an indication that this demand is met unevenly throughout the state. The responsibility for this bibliographic work is now carried by the public and school library systems headquarters, the 3R's centers, and the State Library.

5. ANALYSIS OF REQUIREMENTS (con't)
5.2 OPERATIONAL FEATURES (con't)

5.2.3 Maximize fill rate.

Our analysis of the available data suggests that the ILL fill rate is running at 90% or better for all types of libraries combined in the state. From the point of view of the patron, fill rate has the highest priority ("Will I get the material?") followed by turnaround time ("When will I get it?") as a measure of service. Our meetings with librarians indicate that fill rate was not considered a substantial problem. If patrons are willing to wait long enough (and often they are not), the material will eventually arrive. Non-fill is mostly a result of material not being available in the lending library (e.g., out to another borrower), rather than material not being held by any library in the state. In some libraries and in the systems, improved fill rate is achieved by treating ILL requests as circulation holds; however, such a policy does have a negative effect on turnaround time.

5.2.4 Minimize turnaround time.

A major goal of the ILL redesign in New York must be to improve turnaround time on filling ILL requests. Our data gathering shows that system configuration and use of technology does have an impact on ILL turnaround time. Academic and medical libraries which are heavy users of the RLIN, OCLC, and RML systems show average turnaround times of 7-10 days. These systems are characterized by comprehensive bibliographic access close to the user, electronic request transmission, point-to-point request transmission, and the use of rapid document delivery (SOLID service among others). Public libraries which as a group do not have as much direct access close to the user currently have turnaround times which average 19-20 days.

The components of turnaround time need to be analyzed individually to indicate where the major delays are occurring and to ensure that efforts to improve the ILL are properly focused. These are:

- bibliographic verification including conversion to a known-item/known-location request (which may include sending request to more than one site)
- request transmission to lending library
- retrieving and sending material at lending library
- document delivery method

5. ANALYSIS OF REQUIREMENTS (con't)

5.2 OPERATIONAL FEATURES (con't)

5.2.5 Improve predictability of turnaround time and availability.

The ILL system should have predictable turnaround times so that once staff at a borrowing library knows which library is likely to supply the material, they will know when to expect arrival of the material. Such predictability implies that all organizational units participating in the ILL system would have to commit to and abide by agreed upon performance goals. The ILL service would also have enhanced predictability if the borrowing library knew that material was available at the lending library prior to initiating the ILL request.

5.2.6 Standardize systems and procedures.

At present there are multiple ILL systems operating in the state of New York. Most of the systems are operating their own intra-system ILL services. For inter-system use, OCLC, RLIN, RML, NYSILL, and standard ALA are the major systems now in use. For many of the lending libraries having to respond to several systems simultaneously creates additional work and a continuing training problem. In theory and given adequate funding, it would be possible to have a single unified system to handle all ILL services in the state. However, such a scenario is highly unlikely. Borrowing libraries already using OCLC and RLIN are going to continue to use these systems because they support many other aspects of library operations (cataloging, acquisitions, etc.). Therefore, a state-wide automated ILL system would mean the introduction of yet another automated system in these libraries (several libraries already have both OCLC and RLIN), and therefore, the complexity would be shifted from the library acting as lender to the library acting as borrower.

Even without a single automated system, a linkage of the different systems that minimizes the amount of required staff effort would be a substantial benefit.

And even without electronically linked systems, much needs to be done and can be done to simplify and standardize ILL processing within the state and provide considerable relief for the large net lending libraries. These include common procedures and forms, a state-wide ILL code, unified document delivery, and automated request handling, record keeping, and statistics gathering. As one example, for SUNY/OCLC libraries, it would be helpful if arrangements could be made by which requests could be transferred via OCLC, rather than NYSILL.

5.2.7 Load-level lender demand.

This requirement would ask the system to ensure that ILL requests are routed in a way to prevent traffic from becoming concentrated in a few lending libraries. That is, if more than one library can be identified as holding an item, the request would be routed to the library which receives the fewest requests. Load leveling is perceived as one way to prevent net lenders from bearing significant economic disadvantage resulting from their lending.

5.2.8 Provide for continuing training.

A common theme we encountered in our meetings with librarians is the need for continuing training in the use of ILL systems. Apparently ILL operations in borrowing libraries are often performed by entry level professionals (who are left to their own devices) and clericals who stay in these positions only a short time. Staff continuity is a continuing problem and increases the need for training. A redesigned ILL system must provide for training for both borrowers and lenders in operations and procedures, bibliographic work, use of technology, and interpretation of policies.

5.3 MANAGEMENT POLICY

5.3.1 Do not place restrictions on the use of ILL.

Although there are some librarians in the state who feel that ILL should be used only for research purposes, there is a clear consensus that ILL should be available to any citizen of the state for any kind of material. Librarians believe that sufficient screening exists at the local level to assure that use of ILL will not be abused. On the whole lenders will not have any difficulties accepting this policy as long as their interests are respected; e.g. that they not be expected to send out on ILL material which does not circulate or that they may request the borrowing library to permit only in-library use of the material. Librarians feel that attempting to define material of "research interest" is impossible (by denying, for example, the legitimacy of research into popular culture) and elitist (by denigrating the validity of a citizen's need for how-to or other self improvement literature).

5.3.2 Allow point-to-point transmission for known-item/known-location requests.

Once an ILL request has been converted to a known-item/known-location request, it should be transmitted directly to the lending library assuming the communications facilities exist which will permit such transmission. Having this request pass through nodes in a hierarchy will cause delay in getting the request to its destination with no appreciable gain in the quality of the request. The existence of the item in an online data base or microform catalog, together with the library's holding code, should be sufficient to allow direct point-to-point request transmission. A library's failure to withdraw a holding from the data base for material no longer held is not an adequate reason for not using point-to-point.

This policy needs access to bibliographic data bases and communications technology to be operationally effective. These conditions already exist in some parts of the state and will become more prevalent in the next several years. Use of point-to-point requesting has already proved effective for the state's medical libraries using the RML system and is inherent in the OCLC and RLIN systems. It is thought to be a major contributor to the faster turnaround time for users of these systems.

5.3.3 All libraries in the state may participate directly in ILL system.

Assuming general availability of access to bibliographic tools and communications technology, any library in the state may send requests point-to-point to any other library in the state. The state will remain policy neutral on whether libraries within school and public library systems and within regions will ignore all hierarchical relationships in request routing. The determining factor here will depend more on policies of reciprocity, subsidy, and fiscal control. These policies will have to be worked out at the local level, but the redesigned ILL system will permit both hierarchical and point-to-point communication.

5. ANALYSIS OF REQUIREMENTS (con't)
5.3 MANAGEMENT POLICY (con't)

5.3.4 New York State Library assures that any library, without regard to geographic location or economic circumstance, can provide ILL service to its patrons.

The State Library must continue its leadership role to ensure uniform ILL service throughout the state. Continuing surveillance must be maintained to ensure that all libraries, large and small, rich in resources or relatively poor, participates at an appropriate level in technological developments benefiting libraries.

5.3.5 The ILL system is subject to continuing performance analysis and evaluation.

This policy requirement means that the ILL system has an attendant, agreed upon set of definitions for performance criteria such as fill rate, turnaround time, and unit cost, and that performance goals are set for the various segments of ILL operations (e.g. a certain category of lending library will ship materials in x number of days).

The ILL system will embody mechanisms for collecting reliable statistics on system operation throughout the state which can be analyzed, evaluated, and shared with libraries so they may understand how well the system is operating and how effective their individual contribution is. Such information should serve as diagnostic data to identify developing problems which need attention.

5.3.6 ILL will not conflict with lender local policies.

Borrowing libraries must be sensitive to the problems of lending libraries. Lenders with unique materials in fragile condition are understandably concerned about the impact of ILL on the condition of the collection. Borrowers can not expect materials to be lent which are not circulated locally by the lender or where lending would conflict with preservation policies. Likewise, borrowers should consider the role of lending libraries when selecting the location to send the request. For example, it is not appropriate to request current popular material from a research library unless it can be shown that this is the only holding in the state where the material is available.

5. ANALYSIS OF REQUIREMENTS (con't)
5.3 MANAGEMENT POLICY (con't)

5.3.7 Responsibility for material on loan is assumed by a recognized library institution.

Lenders want to be assured that a recognized library assumes responsibility for the security of the material rather than some unknown individual. Within this policy it is permissible, in response to a borrowing library's request and at the lending library's discretion, to deliver the materials directly to the individual user (e.g. using first class mail). However, even in this case the borrowing library still retains the responsibility to see that the material is returned to the lender in good condition.

5.3.8 The ILL system will provide incentives to encourage efficient libraries, either borrowers or lenders, and discourage inefficient ones.

Policies implementing the ILL system must reward efficient use and discourage inefficient use, by either borrowers or lenders. For example, inherent in the policy of point-to-point request transmission is the potential for requesting libraries to send requests directly to a lender they think may have the material but where bibliographic verification is inconclusive. That is, the request is not truly for a known item at a known location. To discourage such use of point-to-point transmission, a fiscal policy can be adopted which would assess a fee on the originator of the request to pay for the search in the lending library which yielded a "not held" result.

A more difficult problem is that of creating positive incentives for efficient lenders to maintain or improve their efficiency, under conditions when their request volumes are increasing as news of their efficiency spreads. Cost reimbursement, in and of itself, may not be sufficient. Certainly reimbursement will do little, unless it is clearly sufficient to cover the costs of providing the service. Under any condition, the lending libraries need to view ILL lending as having a priority on a par with other library services.

5.4 FISCAL POLICY

5.4.1 Minimize unit cost of ILL transactions.

This is a self-evident requirement for ILL redesign, in that other things being equal, low cost is desirable.

5.4.2 Add no new costs to the borrowing institution.

The ILL redesign must not require the borrowing libraries to pay additional costs for ILL. There are many libraries in which funding is crucially low and any added cost of ILL would effectively close off access for them.

5.4.3 Provide for net lender cost recovery.

Traditionally ILL has been based on the concept of reciprocity. That is, the cost of ILL can be shared because in the long run borrowing and lending will tend to balance. The RLIN ILL system currently operates under this policy, and reports indicate that it is questionable whether it can remain intact. There are several net lending libraries in the state of New York which are supplying much more than they borrow. Some are reimbursed (e.g. the NYSILL Referral Libraries), some are subsidized (e.g. the public library systems headquarters), and others are not. The redesigned ILL system should adopt a definition of net lending transactions as those which are in excess of some percentage over the library's borrowing. These net lending transactions need to be reimbursed to provide cost recovery for the service provided.

5.4.4 No user fees will be applied to residents of state.

Our meetings with librarians indicated a consensus that no direct user fees should be instituted to defray the cost of ILL. This even applies to payment for special services (for example, payment of the cost of special courier service). Librarians are very reluctant to establish multiple levels of service based on a user's ability to pay.

5.4.5 Provide for cost differences between libraries.

In establishing levels of reimbursement or other forms of subsidy, the redesigned ILL system needs to take into account differing library costs resulting from differing labor and overhead costs and from the complexity of the ILL lending task (e.g., due to size of collection, number of branches, etc.)

5.5 CONFLICTING REQUIREMENTS

In any system design there are usually requirements that conflict and the present ILL redesign is no exception. Such conflict is inevitable when dealing with multiple institutions with differing interests and roles to play in the total system. Where these system design conflicts emerge, choices have to be made by users of the system on what requirements should be given weight in making design decisions. It is desirable that all parties participating in the design process understand where these conflicts occur and the reasoning behind the priorities selected.

The ILL redesign requirements have these conflicts:

1. No restrictions on the qualifications of the individual user or the type of material requested could increase demand for ILL services and increase costs that some organization will have to pay; so it may conflict with the requirement for no new borrowing library costs.

2. Faster turnaround time is in conflict with the minimizing unit costs and with the requirement for no new borrowing library costs. For example, the most inexpensive method for forwarding ILL requests is first class mail. To improve request transmission time by expanding the use of electronic communications will increase the cost of ILL. The issue is whether the added cost is worth the service benefit.

3. The requirement that the ILL system be standardized and unified is in conflict with the need to fully use the bibliographic data base resources available on OCLC, RLIN, BRS, UTLAS, MILCS, and others.

4. Net lender cost recovery is potentially in conflict with the requirement that there be no new borrowing library costs. There are now several net lenders which receive no support for their supply of materials and if they are to be reimbursed, borrowing libraries are one source of support.

5. Point-to-point communication is in conflict with the operational requirement that there be load leveling in routing requests to lending libraries.

6. No new fees to the borrowing libraries is in potential conflict with encouraging effective use of a point-to-point system in which the borrowing library determines both the destination of the request and the condition of the request that is sent.

6. ILL SYSTEM DESIGN

6.1 SYSTEM ALTERNATIVES

We have identified three major alternatives for redesigned ILL in New York: an expanded NYSILL system; the "ultimate" system; and a "mixed" system. Expanded NYSILL, the first alternative, has more libraries added to the NYSILL system as Referral Libraries and direct access is allowed to the Referral Libraries from the borrowing libraries (instead of requests being routed to NYSL for fill or referral).

The second alternative, the "ultimate" system, includes a full online system for all ILL related information handling and either telefacsimile or overnight delivery of all requested materials.

And the third alternative, the "mixed" system, uses existing online systems for bibliographic search and request transmission and supplements these facilities with microcomputer based communications and control for those requests for which manual ILL methods are currently used. Delivery is reorganized to provide a single, unified overnight delivery system among all types of libraries within each of the nine regions, with an interregional service providing overnight delivery between the regions.

We recommend that New York implement the third alternative, the mixed system, as the redesigned system for ILL. This system provides immediate, significant improvements in ILL; and at the same time, it is flexible enough to incorporate future changes that will move it toward realization of the second alternative, the ultimate system. Although we believe that the state should work toward the ultimate system, we are not recommending this alternative at present because the amount of work that must be done and the cost of this work puts realization of this system beyond 5 years from the present time. On the other hand, even though expansion of the present NYSILL system would offer some improvement to ILL, this improvement is much more limited than will be realized by implementing the mixed system.

6. ILL SYSTEM DESIGN (con't)
6.1 SYSTEM ALTERNATIVES (con't)

6.1.1 Expanded NYSILL

When working on a new design for a system, it is useful to consider designs which are relatively modest modifications of current operations. In this case, the ILL design would retain the current NYSILL structure, with the addition of more Referral Libraries distributed around the state. In order to reduce delay where the location of the item is known, the borrowing library could go direct to the Referral Library shown to hold the item. Also, some improvement in delivery time could be achieved by extending SOLID service to more libraries.

We do not recommend this alternative, because it does not adequately address many of the needs articulated by librarians throughout the state. These needs were used to define the system requirements that were presented in the previous section of this document. For example, since current NYSILL loans represent 5% of the total ILL activity in the state, the average delivery delay would be relatively unaffected by these changes. As a result, this alternative would not make the most effective use of the large sums of money spent each year in support of ILL. With currently available technology, other alternatives can allocate these funds to provide much better service.

6.1.2 The Ultimate System

When working on a new design for a system, it is also useful to consider designs in which cost and technology are not considered as constraints. On this end of the spectrum, one can envision a system which would have the following features:

- The total bibliographic resources of the state would be directly accessible online from all libraries, whether by placing all records in a single online system or by having a network of computer systems with intersystem communications. This system/network would support subject and reference searching, bibliographic verification and identification of the library locations holding the material.

- This same system would interconnect to circulation control systems throughout the state so that the current availability of the material desired could be determined immediately.

6. ILL SYSTEM DESIGN (con't)
6.1 SYSTEM ALTERNATIVES (con't)

6.1.2 The Ultimate System (con't)

- An integrated ILL communications system would be part of this online network so that all libraries in the state could immediately request materials from one another.

- Exclusive use of telefacsimile document transmission for material which is currently photocopied.

- State-wide overnight document delivery for all other materials which are not sent by telefacsimile.

An ILL system having these characteristics would be welcomed by most people if the technology were available, if the system could be established within a few years and if the operating costs were supportable within library budgets. Unfortunately, although there has been substantial progress, these conditions are not yet capable of being met.

For example, the OCLC system might seem to offer an opportunity for having all the state's bibliographic resources on a single online system. Currently, it is estimated that the system contains about 15 million holdings for New York's libraries -about 1/3 of the total for the state and substantially more than any other online system. It also has the feature of a well-developed online ILL communications system which is used now by many libraries in New York. Unfortunately, many of the holdings available on OCLC do not show the exact location of an item but rather its region or system (the "three letter location code" problem). When considering all libraries in the state, this limitation is quite serious, because over half of all the ILL loans in the state are provided between libraries in the same system. OCLC is working on this problem and in the future, the locations (as identified by the four letter holdings codes) are expected to be available online. In the meantime, however, to continue to support intrasystem ILL activity, the requests would still have to be routed through the system headquarters for location and referral.

Also, even though OCLC is the largest, it is certainly not the only online system that is important to ILL. Many of the state's research libraries, an important source of ILL materials, are members of RLG and have their holdings on RLIN, a system they use for reasons other than just ILL considerations. Total holdings of New York libraries on RLIN are estimated at over 3 million. Other libraries in the state have holdings on UTLAS, MILCS, and BRS. The holdings on these systems also exceed 3 million of which some, but not all, of which are also represented on OCLC.

6.1.2 The Ultimate System (con't)

At the national level, the need has been recognized to provide network level interfaces between these systems so that from the point of view of a user sitting at a terminal, the various data bases would appear to be a single data base. Such a facility, while feasible with current technology, requires significant standards making, design and development efforts among the networks. Work on various aspects of this interconnection has been underway for over ten years and the current Linked Systems Project of LC, OCLC, RLIN and WLN is making progress. Even so, the history of the effort indicates that we should not design the ILL system on the expectation that network level interconnection will be routinely operational within a few years.

In developing an all online approach to ILL there is also a question of development time. At current rates of conversion, we expect it to be another five years before 50% of the state's library holdings are represented in online systems. Therefore, a noticeable part of ILL will be supported by materials not yet represented online.

The other problem associated with the all online approach is that of cost. Because the total annual volume is on the order of 1.2 million loans, less than 1% of total library lending activity, we believe that care must be taken that the costs underwritten on behalf of ILL provide clear benefits to the users of ILL. Specifically, online bibliographic systems will need to be justified primarily for their value to the individual libraries, rather than for the support of ILL. Then, of course, where these systems are available, they should be used to the advantage of ILL.

With respect to document delivery, current technology and costs continue to be important limiting factors. Current telefacsimile systems are relatively low capacity (about 3/4 to 1 page per minute) and relatively expensive ($0.50 - $0.95 per page) for exclusive use in replacement of photocopying. Overnight delivery from any point to any other point in the state would require the equivalent of daily SOLID service. At present, the lowest unit cost of this service is $2.00 per item carried (sending and returning an item are each a carry). At the same time, overnight delivery across the entire state may be more than is currently needed. That is, over half, 650 thousand, of all ILL loans in the state are provided within the same public library system, another 100 thousand loans are provided within the same 3Rs region. And a random sample of one year's transactions on the OCLC ILL system indicates an average time of over 11 days from initiation of request to receipt of material in the borrowing library.

6. ILL SYSTEM DESIGN (con't)

6.1 SYSTEM ALTERNATIVES (con't)

6.1.2 The Ultimate System (con't)

To summarize, we are not recommending that New York implement this ILL system at the present time, because sufficient technology is not yet available, the development time would be more than five years, and the development and operating costs are still substantial. We do recommend, however, that such an ILL system be considered as a long run goal of the state.

6.1.3 NY-ILL, The Recommended Mixed System

In establishing the redesign for the ILL system we accepted most of the goals that we collected from the field. That is, we took the desired ends to be:

1. Maximize the fill rate of the requests initiated.
2. Provide the ability to resolve subject requests into known-item/known-location requests.
3. Minimize the turnaround time for requests, i.e., the delay from the initiation of the request until the receipt of the material by the person requesting it.

We also accepted the means that were identified for reaching these ends:

4. Maximize bibliographic access.
5. Improve the predictability of the turnaround time.
6. Standardize the procedures for submitting requests and for delivering materials.
7. Provide for on-going training in ILL operation.

As a result of our analysis of the turnaround times, we added another means for reaching the desired ends:

8. Replace all present non-electronic methods of request handling with microcomputer based request handling.

We rejected one of the goals identified in the field, because it is in conflict with minimizing turnaround time and maximizing fill rate:

9. Load-level the requests sent to lenders. NO.

6.1.3 NY-ILL, The Recommended Mixed System (con't)

We accepted all of the management policies that were identified in the field to support the ILL system goals:

1. No system restrictions on use of ILL by imposition of borrower or material qualifications.

2. Permit point-to-point transmission of known-item/known-location requests.

3. All libraries in state can participate directly in ILL.

4. NYSL assures that any library, without regard to geographic location or economic circumstance, can provide ILL service to its patrons.

5. ILL system is subject to continuing performance analysis and evaluation.

6. ILL does not conflict with local policies regarding availability of materials.

7. Responsibility for material is assumed by recognized library institution.

8. Provide proper incentives which encourage efficient users and discourage inefficient users.

We accepted the following fiscal policies identified in the field to support the ILL system goals:

1. Minimize unit cost of ILL transactions.

2. Provide for net lender cost recovery.

3. No user fees applied to residents of state.

4. Recognize cost differences of lending libraries.

We rejected one of the fiscal policies recommended in the field, because it is in conflict with other goals and policies of the system, those of maximizing fill rate, minimizing turnaround time and providing incentives to encourage efficient use:

5. No new costs to borrowing institution. NO.

6.1.3 NY-ILL, The Recommended Mixed System (con't)

Figure 30 gives a general schematic of the relationships between the borrowing libraries, the lending libraries and the systems and referral centers. The borrowing library chooses the recipients of its requests. It may send the requests to a system referral center for bibliographic verification, location and referral; or, it may send the request direct to a lending library, with successive libraries identified in the request to whom the request should be sent if the initial ones are unable to fill the request.

The core elements of the system that we are recommending are:

- Where a library is already using an advanced system, such as OCLC ILL, it should continue to use this system. Arrangements will be provided for transfer of transaction data from these systems in order to integrate ILL information for the state.

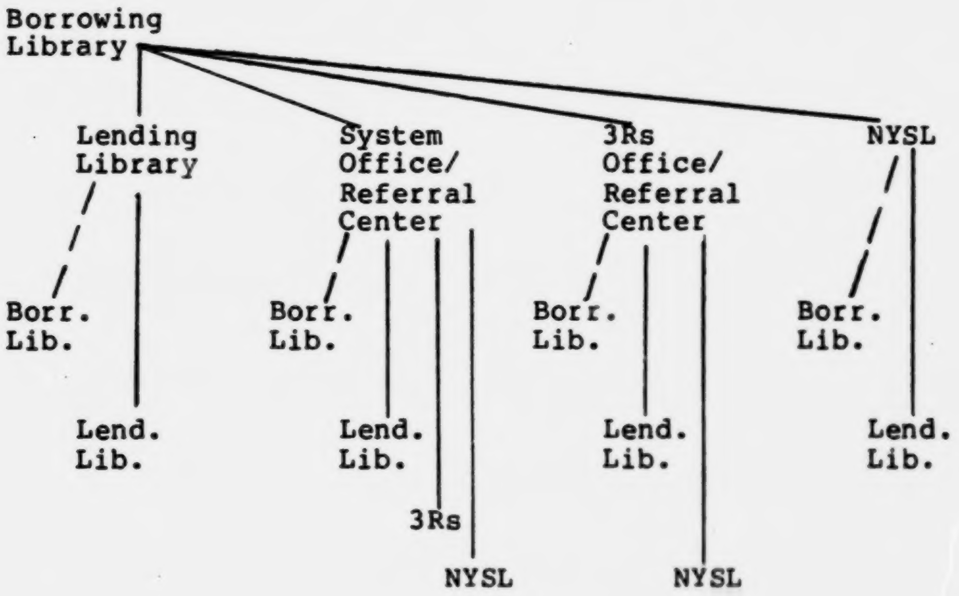
- Where a library would currently use manual methods for transmitting an ILL request, it will use microcomputer based communications for the transmission and receipt of all information. Each library will have a microcomputer available for ILL use.

- The borrowing library should have available to it a union catalog sufficient to provide one or more location(s) for at least 90% of its ILL requests.
- Routing of the ILL request will be under the control of the borrowing library; if the request needs processing to establish or verify the bibliographic entry or to establish the location(s) holding the item, the request should be sent to that library's system center for processing and referral. Normally, other libraries should not feel it necessary to fill requests which are unverified or have not established the library's holding.

- Delivery will be reorganized to provide a single, unified delivery system for all types of libraries within each of the nine regions, with the objective of delivering materials on an overnight basis. An interregional service will be organized to provide overnight delivery between the regions. Uniform shipping documents will be used in all of the regions.

Figure 30

Proposed Structure of Library Relationships


Borrowing Library
Lending Library
System Office/ Referral Center
3Rs Office/ Referral Center
NYSL
Borr. Lib.
Borr. Lib.
Borr. Lib.
Borr. Lib.
Lend. Lib.
Lend. Lib.
Lend. Lib.
Lend. Lib.
3Rs
NYSL
NYSL

Borrowing Library:
- Chooses where to sends requests -
  - to lending library directly
  - to system office/referral center
  - to 3Rs office/referral center
  - to NYSL

Lending Library:
- Fills known-item/known-location requests
- May perform bibliographic correction, verification, or referral if request specifies
- Refers unfilled requests if additional recipient given

System Office/Referral Center:
- Fills requests
- Performs bibliographic verification and referral
- Refers unfilled requests

3Rs Office/Referral Center:
- Fills requests
- Performs bibliographic verification and referral
- Refers unfilled requests

NYSL:
- Fills requests
- Performs bibliographic verification and referral
- Refers unfilled requests

6. ILL SYSTEM DESIGN (con't)
6.1 SYSTEM ALTERNATIVES (con't)

6.1.3 NY-ILL, The Recommended Mixed System (con't)

- Progress in the development of telefacsimile will be monitored; pilot use of facsimile will be initiated after systems are available that use standard microcomputer systems and printers for the receipt, processing and printing of the material transmitted.

- Wherever possible, libraries should not charge for ILL activities; however, when a library decides that it must charge, the microcomputer system will be set up to make this information available to the other libraries and to track the charges automatically as they are incurred. Services for which charges may be levied are:
    1. Bibliographic verification;
    2. Location of holdings;
    3. Referral of request;
    4. Bibliographic correction;
    5. Unfilled Request, Requested Item Not Held;
    6. Filled Request.

- The state should directly support 80% of the net charges levied. Each of the systems will work out with its membership the extent to which the individual library and the system will be responsible for paying the 20% that is not directly supported by the state. The microcomputer system will be set up to keep track of service credits electronically. The borrowing libraries will obtain these service credits from the state at a cost of $0.20 for each $1.00 of service value. Periodically, the net lenders that are charging for their services can exchange their accumulated service credits for their full dollar value.

- To allow the libraries to use any ILL system they choose, OCLC, RLIN, RML,..., yet maintain uniform fiscal policies and uniform analyses of activities, arrangements will be made with the providers of the various online ILL systems to make copies of the New York libraries' transactions available in machine form on a periodic basis. These transactions will be obtained and analysed and the results automatically transferred into the microcomputer based system.

The redesigned ILL system will reduce the average time from initiation of the request until the material is received by the borrowing library. The one day snapshot indicates that microcomputer based handling of ILL requests will remove at least three days from the average time; reorganized delivery will contribute a similar reduction.

6. ILL SYSTEM DESIGN (con't)

6.2 RECOMMENDED OPERATIONAL CHARACTERISTICS

Figure 31 is a schematic of the microcomputer communications structure. The NY-ILL Nodes that are shown in the figure are the current NYSILL transmission sites throughout the state. However, their operations have been expanded by added system capabilities and by establishing microcomputer communications with all of the libraries within the systems. These transmission sites are typically public library systems and 3Rs centers. In its operations the redesigned NY-ILL network is not hierarchical; therefore, the State Library is just another node in the network.

We will discuss the proposed redesign first in relation to each aspect of the process of placing and filling an ILL request. The process includes:

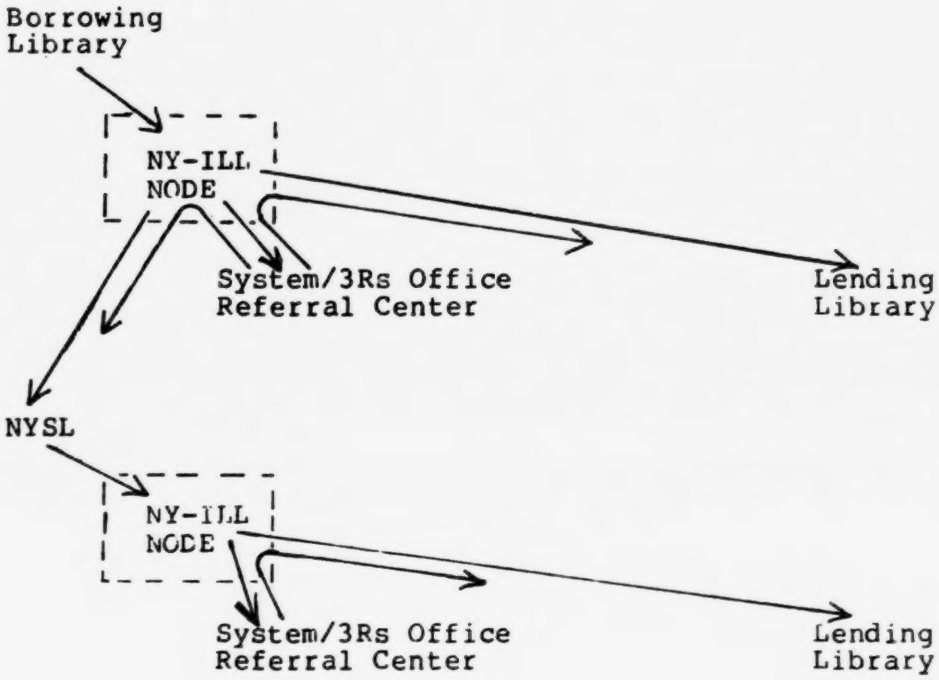
- Bibliographic Access
- Request Preparation and Transmission
- Request Referral and Resolution of Item Identification and Location
- Item Retrieval and Preparation for Delivery
- Document Delivery
- Item Receipt and Delivery to Patron
- Retrieval and Return of Loaned Item
- Receipt of Return in Lending Library
- Completion of ILL Transaction
- Maintenance of Statistics and Accounting Information

We will then follow with our recommendations concerning management and fiscal policy issues.

6. ILL SYSTEM DESIGN (con't)
6.2 RECOMMENDED OPERATIONAL CHARACTERISTICS (con't)

Figure 31

Microcomputer Communications Schematic


Borrowing Library
NY-ILL NODE
System/3Rs Office Referral Center
Lending Library
NYSL
NY-ILL NODE
System/3Rs Office Referral Center
Lending Library

Borrowing or Lending Library:
    On schedule, if any messages, micro autodials NY-ILL node and transfers requests
    On schedule, micro in ready state to autoanswer and receive any messages from NY-ILL node

NY-ILL Node
    On schedule, micro in ready state to autoanswer and receive any messages from libraries or NYSL and transfer any messages to NYSL
    Messages automatically sorted and queued for scheduled transmission to message specified destination
    On schedule, if messages on hand, micro autodials library micro and transfers messages

System/3Rs Office / Referral Center
    May be the same as the NY-ILL Node, or have a separate micro and operate the same as a library

NYSL
    On schedule, micro autodials NY-ILL Node and transfers messages in both directions.

6.2.1 Bibliographic Access

The libraries of New York State currently have well-developed bibliographic data base resources for particular regions and library types. However, much remains to be done to continue to develop these resources and make them widely available. For example, school libraries have little or no access to bibliographic data bases. ILL processes will be made more efficient in proportion to the borrowing libraries' ability to convert requests directly into known items at known locations. The first element of the ILL redesign is to emphasize the need to continue to develop union catalog data bases. Such development should include the assembling of new union data bases and the upgrade of many existing data bases to include, for example, more specific locations and more detailed serial holdings. Development should adhere to the following principles and observations:

- Bibliographic access to union catalog data bases should be available as close to the patron as possible (i.e. in the borrowing library) and capable of both verifying the bibliographic entry and determining the exact locations (not system, not region) in which the item is held.

- In order to facilitate such searching, these bibliographic tools must provide access to all entries: author, title, and subject.

- The union catalog available to the borrowing library should have a sufficient number of entries and locations to satisfy 90% of the requests searched. It should be noted that many of the academic libraries in the state currently have bibliographic tools which provide better than 90% known-item/known-location requesting. For a school or public library system the 90% requirement can be met by making a union catalog of the system's holdings available at the local level.

- One approach to developing a comprehensive bibliographic tool to support ILL would be to gather together the records which are already available in the MARC2 standard record format for all libraries in the state and produce a state-wide union catalog on an appropriate medium. The New York State Library should explore the feasibility and cost associated with such a project. The catalog product would be offered to the state's libraries at a price which would permit cost recovery for the project.

6. ILL SYSTEM DESIGN (con't)
6.2 RECOMMENDED OPERATIONAL CHARACTERISTICS (con't)

6.2.1 Bibliographic Access (con't)

- The form of the union catalog may vary and depend on what is economic and appropriate for a given library grouping. Obvious alternatives are online, microform (COM), and optical disk (CD-ROM).

- Online access by the local library to a bibliographic data base cannot be justified economically if its use is only for ILL. Economic use of online technology must include support of other library functions such as acquisitions, circulation or cataloging.

- It should be noted that in many cases the information online from OCLC is not sufficient to determine location (i.e., it shows only a generic three letter location code). However, the archive tapes may contain the four letter location codes necessary to determine exact holdings. The situation with regard to specificity of holdings on OCLC will vary depending on the past practice of the cataloging agency.

The program funded by New York State for bibliographic data base development and interlibrary sharing is already in place in each of the regions. This program can be used toward accomplishing the objectives described above for providing bibliographic access at the local level.

6.2.2 Request Preparation

The redesigned ILL system will include low cost computer technology available at all libraries in the state wishing to participate. This means that libraries will have microcomputers or other terminals configured for the preparation of ILL requests and other messages and for sending and receiving messages using dial-up telephone communications. Electronic transmission of messages will be routed through NY-ILL network nodes which will automatically forward the messages to their destinations.

6. ILL SYSTEM DESIGN (con't)

6.2 RECOMMENDED OPERATIONAL CHARACTERISTICS (con't)

6.2.2 Request Preparation (con't)

- At the state level two standard software packages will be developed and made available to any library or network node in the state; one for use on IBM PC (or compatible e.g., Tandy 2000), and one on Apple II microcomputers. The disk capacity will be geared to size of ILL operation. Selection of the IBM PC and the Apple compatible software approach makes a wide range of other software available (i.e., software that can be purchased or acquired through other sources) so the system can be used for other purposes when not in use for ILL. Examples are: word processing, spread sheets, and file keeping. The inclusion of the Apple software package is in response to the needs of school libraries where many already have access to these computers.

- The electronic message system will be based on published standards and protocols so that library groupings (systems and networks) will not have to use the same equipment in order to communicate with the ILL system. If they are operating on other equipment, e.g., a system-wide circulation system, they may arrange to develop their own capabilities on that equipment, whether micro, mini, or main frame.

- The ILL computer device in the borrowing library is in most cases likely to be a microcomputer configuration (with sufficient disk space, printer, modem, etc.) and will henceforth be referred to the "ILL micro", although as noted above it will be used in the library for many other purposes. One of its functions will be support for the data entry, formatting, and validation of ILL requests. These requests will be stored in machine-readable form ready for transmission into the ILL network.

6.2.3 Lending Library, Priority, and Time Controls

The ILL micro will have stored in it, a current summary of ILL information about libraries in the state, including identification (to translate codes into library names), special collection interests, any limitations on lending, and ILL performance (fill rate and turnaround time), and any charges for ILL lending. Requesting libraries can indicate on the request more than one library address for the request so that if the item is unavailable at a library, the request will be forwarded automatically to the next on the list. In addition, borrowing libraries can indicate that this request should be given priority handling and can set time controls so that if the request is not filled by the lender by a certain date, it will be routed automatically to the next library or back to the borrowing library. (See discussion on priority handling below under Management Policy issues.)

6.2.4 Request Transmission

Transmission of the ILL request will be initiated by the borrowing library using dial-up telephone communications; that is, transmission will be demand based by the sender, not polled by the receiver to check if any messages are waiting.

- The request is sent to a designated library or referral center via a NY-ILL node. These nodes are comparable to electronic bulletin boards, but have the added capacity of calling out and redirecting messages automatically. This ability to call out and redirect messages distinguishes the ILL network from the commercially available electronic mail services. With these services, the recipient of the message must dial-in and ask if any messages are waiting for transmission. If the liklihood of receiving a message is low, the time advantage of electronic message transmission is too often lost because the recipient fails to call in for messages.

- The NY-ILL node automatically receives, sorts and sends requests on to the designated recipient (keeping a copy), calling out to transmit messages to local libraries' ILL micros, during scheduled time windows, twice a day, depending upon demand.

6. ILL SYSTEM DESIGN (con't)
6.2 RECOMMENDED OPERATIONAL CHARACTERISTICS (con't)

6.2.5 Request Referral and Resolution of Item Identification and Location

Because of the present limitations on union catalogs there will be a continuing need for centers which can search and convert subject or unknown location requests into known-item/known-location requests. These centers will correspond to current organizations established for this purpose: public and school library systems, the 3Rs, and the New York State Library.

- These centers will have access to all union catalogs for the state, regardless of format, including all online systems: OCLC, MILCS, NYSL/CMS, RLIN, and others.

- Once requests have been converted to known-item/known-location requests, these centers will forward them to the lending libraries. Messages will be returned to the borrowing libraries indicating the disposition of the requests.

6.2.6 Receipt, Request Processing, & Item Retrieval

At the lending library the ILL micro will prepare a paper document which can be used to search for the item requested. If the lender is unable to fill, the ILL micro will automatically transfer the request to the library listed next by the requestor (automatically, via lending library's local NY-ILL node and with an automatic message to borrowing library indicating action). One legitimate reason for non-fill of a request is "excess work load" which means the lender can not fill within the time constraints set as a state-wide standard and they recommend forwarding the request to another library with a known location. Of course, if this lender has the only holding in the state, this approach would not apply.

- Current technology presents the opportunity for borrowing libraries equipped with the ILL micro to dial-up and link to lending library circulation control systems to check availability and directly place a request for material which is available or an "ILL hold" for material which is in circulation. Such access would not make use of the NY-ILL node, although a record of this activity would be transmitted to the appropriate node for network statistical files.

6.2.6 Receipt, Request Processing, & Item Retrieval (con't)

We recommend that this potential form of request receipt at the lending library be deferred until better information on the causes of ILL failure (non fill) is available and until computer interface systems, e.g., Irving Library network in Colorado, have developed capability for handling ILL processing.

- The ILL redesign leaves the process of retrieving, photocopying, and shipping the item in the lending library essentially unchanged. This is a problematic matter because delay in lending libraries can be substantial. This raises the need to consider carefully the incentives operating at the lending library to provide rapid service. Is payment for loan a positive incentive?

6.2.7 Preparation for Delivery

The ILL micro will prepare a uniform shipping document (bill of lading) and automatically transmit a fill message including date of shipment to borrowing library.

6.2.8 Document Delivery

The ILL redesign includes a state-wide coordinated document delivery system using either contract rapid delivery service (e.g. SOLID) or local van services. Within the regions and/or systems, the document delivery will be demand based, i.e., scheduled pickup and delivery only for libraries with stable volume; otherwise, the need for service will be signalled from the NY-ILL node as a result of ILL micro request and message handling. Interregional document delivery will have daily service to other regional linking points. With daily pickup, delivery of a document from one region to any other in the state will most often be overnight service.

- Regions may choose their own delivery system, but common shipping documents and interregion exchange conventions will be established.

- Current SOLID service should be integrated with interregional delivery system. Libraries currently on statewide SOLID should switch to daily delivery or drop the service (using the intraregional service instead). Non-daily schedules have only a marginal time advantage.

6.2.8 Document Delivery (con't)

- Due to capacity limitations, telefacsimile should be used where there is strong liklihood of demand, but limited to items which are needed the same day by the patron. The more general application of telefacsimile should be deferred until speed of operation is substantially increased from current one page per minute rates. The ILL micro will include provision for requesting telefacsimile when such transmission is called for and when such facilities are available.

6.2.9 Item Receipt and Delivery of Item to Patron

The ILL micro will produce a notice of availability with name, address, telephone number, etc., ready to use as a mailer or call list.

6.2.10 Retrieval and Return of Loaned Item

The ILL micro will provide follow-up tracking for retrieving loaned items from patrons. When items are returned by patrons, the micro will prepare uniform shipping documents and automatically signal to lending libraries that items are being returned.

6.2.11 Receipt of Return in Lending Library

Upon receipt of the material by the lending library, a transaction will be entered on the ILL micro and forwarded via the library's NY-ILL node. This last transaction will close the request/fill ILL loop and allow it to become part of history stored for subsequent ILL system performance analysis.

6. ILL SYSTEM DESIGN (con't)

6.3 RECOMMENDED MANAGEMENT POLICY

We recommend that implementation of the NY-ILL system reflect the following management policies:

1. No system restrictions on use of ILL by imposition of borrower or material qualifications.
2. Permit point-to-point transmission of known-item/known-location requests.
3. All libraries in state can participate directly in ILL.
4. NYSL assures that any library, without regard to geographic location or economic circumstance, can provide ILL service to its patrons.
5. ILL system is subject to continuing performance analysis and evaluation.
6. ILL does not conflict with local policies regarding availability of materials.
7. Responsibility for material is assumed by recognized library institution.
8. Provide proper incentives which encourage efficient users and discourage inefficient users.
9. Make arrangements to provide priority service for part of the ILL traffic.

These policies have been discussed earlier and we will not repeat all of them here. If these policies are accepted, the system will be substantially decentralized in its operations. As a result, there will be a requirement for ongoing collection of management information, review and evaluation of performance and training to maintain and improve performance of the system. Finally, we will discuss the method of providing priority service for part of the ILL traffic.

6. ILL SYSTEM DESIGN (con't)
6.3 RECOMMENDED MANAGEMENT POLICY (con't)

6.3.1 Maintenance of Management Information

Each NY-ILL node will have computer software which maintains history on ILL transactions within its group of libraries. To assure that the system is capable of a long life, it must be set up so that manual effort is minimized, regardless of the financial policies that are implemented for the system. Therefore, should any fees be charged, the node will track the activities, track the fees charged and maintain account balances for each library. All accounting will be handled within the computer system so that individual ILL transactions will not require the exchange of coupons, invoices, or other documents which would cause a "blizzard of paperwork". Payment, if required at all, will be made once a year to the State Library, which in turn will distribute funds to libraries requiring compensation for service. The microcomputer system will maintain running balances during the year so that libraries will know their status.

- The NY-ILL system structure will be policy neutral with respect to whether charges are made, or to whom.

- The ILL micros will accept transaction information from other ILL networks, especially OCLC and RLIN, and allow these transactions to update the transaction and account information and be incorporated into NY-ILL node history for subsequent statistics and analysis.

6.3.2 Performance Analysis and Evaluation

The NY-ILL nodes will have software available in the ILL micros to enable them to monitor activity of the system on an on-going basis. The data will be provided to the State Library, in both raw and reduced form, in order to maintain a comprehensive review of ILL operations throughout the state. The State Library will review the results in relation to mutually agreed upon performance goals.

6.3.3 Training

The State Library will provide a continuing service for training library personnel in ILL system operations, procedures, and protocols. This training will be directed to both borrowing and lending libraries. The training will be accomplished by regional workshops and in-library seminars at intervals frequent enough to compensate for the regular staff turnover that libraries experience in ILL departments. The training provided by the State Library will be focused on the systems, public, school and 3Rs, throughout the state. The systems, in turn, will provide continuing review and training for their member libraries.

6.3.4 Performance Incentives

From its analysis of performance, the State Library will make available to all ILL micros, information about the performance of the libraries in the state. Special attention will be given to those libraries with the best fill rates and response times.

6.3.5 Priority Service

The ILL system will permit each borrowing library to designate no more than 5% of its requests for priority handling by the lending library. This means that the lender will organize its daily work to handle these requests first. The microcomputer system will monitor this service by the borrowing libraries to assure that its use is not exceeded. In addition, borrowing libraries can request delivery methods outside the normal mechanisms provided by the state ILL program (such as special courier). They must expect to pay for these extra services and will be charged for them through the mechanisms of the NY-ILL network.

6. ILL SYSTEM DESIGN (con't)

6.4 RECOMMENDED FISCAL POLICY

We recommend that implementation of the NY-ILL system reflect the following fiscal policies:

1. No user fees applied to residents of state.
2. Minimize unit cost of ILL transactions.
3. Where necessary, provide for net lender cost recovery, recognizing the cost differences of lending libraries.
4. Provide partial, 80% of the lender reimbursement in the form of direct support from the state; the remainder to be provided from the regions, systems or individual libraries.
5. Costs of the reorganized regional delivery services will be paid from the regions; the interregional delivery service will receive direct support from the state.

6.4.1 No User Fees Applied To Residents Of State

This fiscal policy is not new; it is in place at this time throughout the state. We are stating the policy here in order to make it clear that the recommended redesign of ILL is compatible with this policy. That is, there is no aspect of this design that would require that the individuals making use of ILL be charged for that service.

6.4.2 Minimize Unit Cost Of ILL Transactions

This policy must be considered at the same time that we attempt to meet the overall goals of ILL, maximizing fill rate and minimizing turnaround time. Thus, we chose not to recommend a full online system out of a concern that the unit costs of the system would be far higher than for the system that we are recommending. The design that we are recommending specifically focuses upon reducing the turnaround time at the most effective level of cost that we could discover. The ongoing review of performance that is recommended for the NY-ILL system should also help to minimize unit costs throughout the operational life of the system.

6. ILL SYSTEM DESIGN (con't)
6.4 RECOMMENDED FISCAL POLICY (con't)

6.4.3 Net Lender Cost Recovery

It has been common for libraries in New York and throughout the country to provide ILL lending without charge to the borrowing library. In part, this is done out of a feeling that a general policy of no ILL charges would be of reciprocal benefit to all libraries. In part, it is considered a charitable act on the part of the "have" libraries on behalf of the "have-not" libraries. In part, it is because the lending library is receiving funding from other sources and ILL lending is part of the justification for the funding. In part, it is due to a reluctance to establish a system of record keeping that would be needed if charges were made. And in part, it is due to no attention being paid by the library administration, due to its perceived relatively minor role in overall library operations.

Though the structure of the NY-ILL system is policy neutral, we recommend that where possible, libraries and systems continue to provide ILL services without charge. We recommend the lender reimbursement structure only for those situations in which the library decides that it must charge for its services.

We recommend that there be no intrasystem charges, particularly for public libraries. These libraries already have a structure of service and funding support built up in terms of the support to the public library systems and the central libraries. If a member library chooses to go outside the system for an ILL that could be filled within the system for no charge, that is a strong signal that there are problems in ILL that need to be identified and corrected. The problems may be ones such as adequate training, bibliographic access, or priority of ILL lending in the libraries within the system.

In recommending the continuation of lending without charge, we are well aware that there are significant costs associated with ILL activities. At the same time, there is also a substantial amount of state support for ILL. Indeed, out of over $57 million provided to libraries by New York State annually, we estimate that over $19 million is justified by its support to ILL. As a result of these many different funding paths, many libraries are already compensated for their net lending activities, and thus, need not receive reimbursement by another path. We recommend that before a library decides to charge for its ILL services, that it review all of its current funding support in order to determine the amounts that it is receiving on behalf of its ILL support.

6. ILL SYSTEM DESIGN (con't)
6.4 RECOMMENDED FISCAL POLICY (con't)

6.4.3 Net Lender Cost Recovery (con't)

For libraries in the same system, we recommend that the decision whether a fee will be charged for intrasystem lending be made using their normal administrative mechanisms.

There are situations in which it should be valid for the library to charge for its services. For example, if borrowing and lending do not tend to balance out, then costs will not be shared equally. Even though a library has a desirable collection, its financial condition, in relation to its role, may make its net lender ILL expenditures a significant outlay, so that the benefit to other libraries is at the expense of services to its own patrons. Of course, this represents a judgement call, but it is the library that must make the call.

There should be no requirement for a library to provide unreimbursed services for which it sees no potential corresponding advantage for its own patrons. Thus, if the library, in its own view, is a significant net lender and the library is not being reimbursed for ILL services from some other direction, then it is appropriate for the library to charge for its ILL services. In this situation, the fiscal policy of reimbursement is intended to enable these libraries to continue to make their materials available to library patrons throughout the state and to provide efficient ILL service.

6.4.3 Net Lender Cost Recovery (con't)

The library may set fees for lending services, but within the NY-ILL system, it may not charge fees that exceed maximum amounts which will be fixed annually by the State Library. The maximum amount need not be charged; the library decides what fee must be received in exchange for ILL service when considered in the light of the library's own objectives and obligations. The purpose of setting maximum fees within the system is to attempt to assure that individual libraries will not effectively shutoff ILL services by setting artificially high fees.

We recommend the following services for which charges may be made and the respective maximum fees that may be set initially for these services:

Service	Maximum Fee
Bibliographic Verification	$2.00
Location of Holdings	$2.00
Referral	$4.00
Bibliographic Correction	$3.00
Unfilled Request, Requested Item Not Held	$6.00
Filled Request	$10.00

The charge for "Unfilled Request, Requested Item Not Held" may not be levied if the library is shown as holding the requested item in a union catalog or an online data base in which the library's holdings are maintained. The charge is meant to cover the situation in which the library receives a request and its holding of the item has not been verified.

Appropriate incentives for the net lenders will need to be reconsidered on an annual basis so that libraries who are net lenders are satisfied to continue to attempt to improve their service, even if it means more lending activity.

6. ILL SYSTEM DESIGN (con't)

6.4 RECOMMENDED FISCAL POLICY (con't)

6.4.4 State Support Of Lender Reimbursement

The State of New York has played a strong and important role in the financial support of ILL. Under the NYSILL program, all reimbursement provided to the Referral Libraries is paid directly by the state.

It is appropriate for the state to continue to play a strong role in this reimbursement. But at the same time, the recommended NY-ILL system allows the borrowing library to send requests to any other library in the state, with the potential that the total lending volume of net lenders who are reimbursed for service would increase and the total costs of reimbursement would increase as well. In this situation, fiscal policy should encourage and reinforce careful borrowing library decisions in the use of ILL services and in the selection of efficient lenders.

We recommend that the state directly support 80% of the lender reimbursement costs and that the remaining 20% be paid by the borrowing libraries. The source of support for the borrowing library's portion may come from existing state funding provided to the systems and regions, or it may come from the library's own budget. In the structure that we are recommending, that issue will be worked out within each of the regions.

The State Library will administer the NY-ILL network and arrange for net lender reimbursement. The accounting will be paperless and will be maintained within the micros at the NY-ILL nodes.

The State Library will supply ILL service credits to the borrowing library accounts that will be maintained in the NY-ILL nodes. These service credits will be purchased at a cost of $0.20 for each $1.00 of service credit that is provided. Distribution of the service credits within the regions and systems will be decided by the libraries affected, through existing administrative structures.

Distribution of service credits within the region will be under control of the region in order that they can work with the issue of relative need of libraries in their region. They may find that the decision on the method of allocation should be agreed upon jointly by the directors of the public and school systems and the 3Rs.

The service credits will retain their value so that unused credits can be held or transferred. In this way, they will be valued against possible future service.

6.4.5 Delivery System Support

We recommend that the costs of the reorganized regional delivery services will be paid from the regions and that the interregional delivery service receive direct support from the state.

In making this recommendation, we do not expect, nor do we mean to give the impression, that overnight delivery of all ILL materials can be achieved without additional funding, merely by reorganizing existing services. Rather, it will be necessary to reorganize the existing delivery services to provide uniform delivery to all types of libraries before it will be possible to determine how much additional funding will be needed in order to achieve the goal of overnight delivery. When this can be determined, we recommend that the state provide the funding to the region, rather than directly supporting the delivery costs. In this way, the region will be responsible for providing the fastest, most equitable delivery possible within its available funding for delivery service.

Since there is no present structure for interregion delivery which is comparable to that which we are recommending, it is appropriate for the state to provide direct support for the interregional delivery service.

6. ILL SYSTEM DESIGN (con't)

6.5 PROJECTED COSTS OF PROPOSED NY-ILL SYSTEM

When the NY-ILL system is operational, we assume that the current NYSILL program will be discontinued. Although elements of the NY-ILL system may be ready earlier, we expect that NYSILL will be continued through FY 1988. Reimbursement under the NY-ILL system would begin in 1989. The costs to continue NYSILL are not included as part of the projected costs of the NY-ILL system.

We estimate the costs of the NY-ILL system for each year, over five years to be:

Item	Annual Cost (million)					
Year:	1987	1988	1989	1990	1991	1992
1. Software	$0.15	$0.03	$0.03	$0.03	$0.03	$0.03
2. Microcomputers		$0.64	$0.64	$0.64	$0.64	$0.64
3. Communications		$0.20	$0.22	$0.24	$0.26	$0.26
4. Bibliographic						
Union Catalogs	$0.72	$0.02	$0.09	$0.16	$0.23	$0.32
Conversion	$0.43	$0.41	$1.85	$1.76	$1.67	$1.32
SubTotal	$1.15	$0.43	$1.94	$1.92	$1.90	$1.64
5. Evaluation & Training	$0.24	$0.40	$0.46	$0.52	$0.58	
6. Lender Reimbursement			$0.85	$0.85	$0.85	$0.85
7. Delivery			$3.81	$3.81	$3.81	$3.81
8. Telefacsimile				$0.40	$0.40	$0.66
TOTAL ANNUAL	$1.30	$1.54	$7.89	$8.35	$8.41	$8.47

In order to allow work on the system to begin immediately, we recommend that the program elements identified for 1987 be funded under the existing program for enhancement of bibliographic resources and interlibrary sharing.

We recommend that additional funding be sought to double the size of the bibliographic resources and interlibrary sharing and to provide $2 million for improved regional delivery services. Funding at this level will improve current service regardless of the amounts that will become available by reallocation of current expenditures. It will be necessary for the State Library and for the libraries and systems to review their operations in order to determine which current activities will be either reduced or increased.

6.5.1 NY-ILL Software

We recommend that the development of the microcomputer software be funded from the present program for enhancement of bibliographic resources and interlibrary sharing. To begin the development of this software, we recommend that the specifications for the system be developed through a specification process that includes carrying out design discussions with affected ILL staff throughout the state. We estimate this specification effort at $50 thousand. Although there is much microcomputer software that is available and capable of being used in assembling the system, there are also portions that will be special to this system. We estimate the direct effort to develop the programs for the system to cost $50 thousand. Finally, we are including a contingent amount of $50 thousand, due to the nearly traditional underestimation of software development costs.

On an on-going basis, we estimate that $30,000 per year will be required in software maintenance in order to take care of problems and changes needed. This amounts to 20% of the original software cost per year.

6.5.2 NY-ILL Microcomputer Systems

We recommend that after the first year, the priority for the use of the present program funds for enhancement of bibliographic resources and interlibrary sharing be given to purchase of microcomputers to be used in the electronic communications portion of the NY-ILL.

We estimate that 100 microcomputer systems will be needed for the NY-ILL Node systems, at an average cost of $4,000, yielding a subtotal of $0.4 million for the NY-ILL nodes. We estimate that 1400 microcomputer systems will be needed for the individual libraries, and an average cost of $2,000, yielding a subtotal of $2.8 million for the individual libraries. This totals $3.2 million, which divided over five years gives $0.64 million per year. We are recommending that this expenditure begin in the second year.

6.5.3 Communications

We recommend that after the first year, the second priority for the use of the present program funds for enhancement of bibliographic resources and interlibrary sharing be given to supporting the costs of the communications between the library and the NY-ILL node. We estimate 1.5 million requests per year, with an average traffic within the same NY-ILL node of 6 messages and 12 transmissions (source to NY-ILL node and NY-ILL node to destination) per request. We estimate 12 transmissions per minute, at a per minute cost of $0.15, yielding a total of $0.225 million. On a unit cost basis, the communications within the NY-ILL node will amount to $0.15 per request.

We recommend that the state directly support the costs of communications between the NY-ILL nodes. We estimate this traffic to be 0.15 million requests per year, again with an average traffic of 6 messages per request, but at a cost per minute of $0.25, yielding a total of $0.038 million. This is $0.25 per request transferred between nodes.

6.5.4 Bibliographic Access

We recommend that in the first year, the priority for the use of the present program funds for enhancement of bibliographic resources and interlibrary sharing be given to publication of union catalogs using existing machine form records and giving specific library locations of holdings, with access to these catalogs available in the individual libraries.

The regional five year plans for this program estimate that there are 18 million holdings available in MARC2 format. We estimate the cost of COM catalog production at $0.04 per holding record, therefore, $0.72 million would be required to publish the first union catalogs. In subsequent years, a cumulative supplement approach should be taken to this publication, rather than cumulative publication of the entire catalog each year. If this were done, the cost would be proportional to the cumulative amount of conversion since the publication of the full union list. This cost should be covered before any additional conversion is supported.

6. ILL SYSTEM DESIGN (con't)

6.5 PROJECTED COSTS OF NY-ILL SYSTEM (con't)

6.5.4 Bibliographic Access (con't)

The program for enhancement of bibliographic resources and interlibrary sharing is presently funded at $1.3 million. We recommend that expenditure for this program be $2.6 million per year.

After removing the expenses for the software, microcomputers and communications, we can calculate the number of additional holdings that could be converted if this higher level of funding were to become available in the third year. We estimate that conversion (prospective or retrospective) of titles and holdings into MARC2, with specific library locations indicated, can be accomplished at a cost of $1.00 per holding record. This yields the following calculations for the next six years:

Union Catalogs	$0.72	$0.02	$0.09	$0.16	$0.23	$0.32
Conversion	$0.43	$0.41	$1.85	$1.76	$1.67	$1.32

Over these six years this rate will allow conversion of an additional 7.4 million holdings, at the end of which, about 70% of the holdings in the state will have been converted.

6.5.5 Evaluation and Training

We recommend that $100,000 be allocated to on-going analysis and evaluation of ILL operations. We estimate that the state is already providing over $19 million per year for the support of ILL, so this would represent about 0.5% of the total current expenditures for ILL. This budget would cover one full time person, plus the support necessary to carry out the data reduction and analysis of the results of the estimated 1.5 million ILL requests which will generate a total traffic of 9.9 million messages.

6. ILL SYSTEM DESIGN (con't)
6.5 PROJECTED COSTS OF NY-ILL SYSTEM (con't)

6.5.5 Evaluation and Training (con't)

We estimate initial training at one person-day on-site for each library system and continuing training at 1/4 person-day per library per year. Given that 1600 libraries are brought on the system over a five year period, this is a total of 1600 person-days of initial training. It the libraries are brought onto the system at a uniform rate, this will amount to 320 person-days of initial training per year. At this rate, on-going training will be 80 person-days in the second year and increase by 80 person-days per year for each of the next four years. We estimate that for every day of on-site training, 2 support days are needed. At a cost of $250 per person-day, this yields:

Year	Person-Days	Cost (million)
2	960	$0.24
3	1200	$0.30
4	1440	$0.36
5	1680	$0.42
6	1920	$0.48
7	1200	$0.24

We recommend that the State Library have one person engaged full time in planning, coordinating and presenting training sessions. We estimate that this will account for 320 person-days of the training. The State Library will need to analyse whether the reduction in referral activity will allow the redirection of its current personnel budget to the training activity or whether other funding is needed.

We recommend that the net training requirement be supported by the NY-ILL nodes. The maximum net training requirement is 1600 person-days in the sixth year. If there were 40 NY-ILL nodes at that time, the average would be 40 person-days per year. The systems will need to assess whether the reduction in work loads due to libraries' use of point-to-point requesting will allow redirection of the current personnel budget or whether other funding is needed.

6. ILL SYSTEM DESIGN (con't)
6.5 PROJECTED COSTS OF NY-ILL SYSTEM (con't)

6.5.6 Lender Reimbursement

We estimate that 120,000 requests will be directed to libraries that charge for their services. Of these, we estimate the following breakdown: 5% will be misdirected and will therefore incur an unfilled-not held charge; 10% will require bibliographic verification and correction; 66.7% will be filled; and 20% will have holdings searched and be referred. This leads to the following estimates:

Service	Estimated........................ Average Fee	Number of Requests	Total Cost (million)
Bib. Verification	$1.00	12,000	$0.012
Location of Holdings	$1.00	24,000	$0.024
Referral	$2.00	24,000	$0.048
Bib. Correction	$2.00	12,000	$0.024
Unfilled - Not Held	$4.00	6,000	$0.024
Filled Request	$9.00	80,000	$0.720
	TOTAL COST		$0.852

We recommend that 80% of this cost be directly supported by the state. We estimate that amount to be $0.68 million. In 1984/85, the total reimbursement of referral libraries was $0.28 million, or roughly 40% of the amount that will be needed in the redesigned system. The State Library will need to determine whether other sources of support are available or new funding will need to be sought.

We recommend that the remaining 20%, estimated at $0.17 million, be supplied from the systems or the individual libraries. We do expect that the change to point-to-point requesting will reduce overall staff requirements. However, the libraries and systems will have to decide whether the reduction is sufficient to cover these costs or whether new funding will be needed.

6.5.7 Delivery Services

We recommend that the intraregional delivery supported by the regions. We estimate that there will be 2 million carries at an average cost of $1.50 per carry. This estimate is half way between the cost that Illinois is experiencing (just under $1.00) and the best cost of the current state-level SOLID service with daily pickup ($2.00). The number of carries is estimated at 1 million standard loans (requiring two carries, one to supply and one to return) and 0.2 million photocopies (requiring 1 carry to supply). This gives a total cost estimate of $3.3 million. It is our view that the present delivery services will need to be reorganized and integrated among all types of libraries before it will be possible to determine how much additional funding will be needed in order to achieve the goal of overnight delivery.

We recommend that the intraregional delivery be supported by the state. We estimate 0.1 million loans, creating 0.17 million carries. Because the service is operating between the connection points of the regions at the state level, we project a cost of $3.00 per carry, for an estimated total of $0.51 million. The state will need to determine whether new funding will need to be sought to cover this cost.

6.5.8 Telefacsimile Services

We recommend that pilot use of telefacsimile be initiated when standard microcomputer systems and printers can be used for the receipt, processing and printing of the material transmitted. For budgeting purposes, we estimate that this point will be reached in the fourth year of the program. We estimate the additional telefacsimile equipment costs to be $2,000 per library and the rate of installation to be 200 libraries per year for two years, and then increasing to 330 in the sixth year of the program (after the projected 1500 microcomputer systems have been installed).

APPENDIX 1

LIBRARY MEETINGS AND INTERVIEWS - NEW YORK

Albany Medical Center	2
American Museum of Natural History	6
Buffalo and Erie County Public	9
Columbia University	12
Cornell University	16
Engineering Societies	19
New York Academy of Medicine	21
New York Public Library	26
New York University	30
Rochester Public Library	35
SUNY Buffalo	39
Teachers College, Columbia University	42
Union Theological Seminary	45
University of Rochester	49

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: Albany Medical Center

1.2 Date: 25 June 1985

1.3 Participants:

1.3.1 Library
Ursula Poland, Director
Charlene LaGrange, Head, Loan Services

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Provides materials to faculty, research staff, students, and support staff of Albany Medical Center complex.

2.1.2 Interlibrary Loan - Borrowing
Uses a variety of sources including the OCLC and RML ILL systems. Can use NYSILL telecommunications to request materials from State Library and referral libraries.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Albany Medical Center serves as a resource library for the state funded Hospital Library Services Program. This program is carried out under the review of CDLC. The Medical Center accepts requests from libraries sent through the 3Rs and fills from its collections and if it cannot fill, forwards the request into the Regional Medical Library System (RML) or to the State Library . While Albany Medical Center is not a NYSILL site, the communication arrangements are similar to NYSILL, using microcomputer based electronic communication.

The library is also an area library for Region 1, Greater Northeastern Regional Medical Library System.

Other:
Participates as lender in OCLC and RML systems.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access
On OCLC, the library has completed retrospective conversion. In UCMP, thelibrary holdings are in the Union Catalog of Medical Periodicals in COM, produced under the auspices of MLCNY, the Medical Library Center of New York.

Albany Medical Center Library (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - 1983/84

	Requested	Filled
Borrowing		
Total Requests		3104
Lending		
Total Requests	6619	4892

The libraries in the Hospital Library Services Program are assigned on a geographic basis. Access by these libraries is direct. The Union Catalog of Medical Periodicals (UCMP) is the main tool used to refer requests. Serials requests which are not located elsewhere are referred to SUNY Upstate Medical Center, or to other libraries, including the New York Academy of Medicine. 70% of the loans are between lenders and borrowers within the same 3R's.

2.3.2 Staffing - not applicable -

2.3.3 Materials - not applicable -

2.3.4 Funding and Costs

From the Interlibrary Loan Lending Cost Study for NLM (via RML), the Albany Medical Center estimates that for FY84/85, its lending costs were:

Per Fill or Reject	$4.21
Per Referral	$8.27

The primary clientele of the library are still being served through the Medical Center's operating with reciprocal borrowing agreements. Coupons are used primarily for ILL service to secondary clientele, or for material which cannot be otherwise obtained.

Two types of coupons are in use; the first is used by the borrowing library to pay for referral and lending services performed under the state funded New York State/RML Interface Program. These coupons are initially provided by the State Library to the 3Rs, which are then responsible for their distribution. The second type of coupon, those obtainable for a fee under the national RML program, are used to pay for requests which are referred within the RML system.

NLM administers the RML program. For 1986, NLM has approved a maximum charge for filling a loan to be $7. No fee for searching may be charged; however, referrals (which may be performed after a failed search) can be charged at 1/2 rate the rate charged for a fill. NLM itself charges $5 to fill a request and it does not accept RML coupons.

Albany Medical Center Library (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3.4 Funding and Costs (con't)

After the legislation establishing the state funded New York State/RML Interface Program was passed in 1981, a committee was set up to recommend how to distribute the coupons equitably and how many coupons to use for ILL to reward resource sharing.

Distribution of coupons within the State's program has presented problems. An evaluation form was used within Capital District 3Rs to attempt to establish need for the coupons; yet, some libraries with need did not respond. The current arrangement is to redistribute the coupons based upon actual demand. Coupons may be cashed in once a month by area and resource libraries in the program. Full statistics on use and a reconciliation are performed quarterly.

2.3.5 Training and Communications - not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

The objective of ILL should be to strive for most effective provision of library materials to support current use for research and education.

3.1.1 Primary Clientele : ILL - Lending

3.2 Rationale For Equal Access - Borrowers and Materials

3.3 Coordination and Allocation of Lending

Albany Medical Center uses the OCLC ILL subsystem for communications. NLM's DOCLINE is now operational (September '85) in Region 1, the Northeast (which includes Deleware and Puerto Rico). Search is by citation #, so a prior search is needed on another system, such as SERLINE, or MEDLINE (or possibly CATLINE at some future time).

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -

4.2 Bibliographic Capabilities - not applicable -

4.3 Types of Materials - not applicable -

4.4 Statistics

Statistics, such as for throughput times, should be provided automatically by the redesigned system.

4.5 Institutional Responsibility

Direct on-line access by individual users can be anticipated. An ID card system should be set up so that the access can be provided easily, yet the institutional affiliations can be traced and the institutions can be responsible for their patrons.

Albany Medical Center Library (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems

A common communications approach to ILL is desirable, integrating the State Library's CMS and NYSILL, CLASS/ONTIME, OCLC, DOCLINE, etc.

5.2 Selecting the Lending Library	- not applicable -
5.3 Document Delivery	- not applicable -

6. FISCAL POLICY

The State Library should maintain statewide monitoring of ILL traffic in order to find a way to reimburse net lenders other than by the use of coupons. To accomplish this, the State library should provide a clearing house for all ILL transactions, including those carried out on other networks, such as OCLC.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL
1.1 Library: American Museum of Natural History
1.2 Date: 18 June 1985
1.3 Participants:
1.3.1 Library
Nina Root, Director
Mary Genett, Asst. Librarian for Reference Services
Linda Reichert, Senior Reference Librarian
Carol Tucher, Reference and ILL Librarian

1.3.2 Ringgold
John F. Knapp, Vice President

2. CURRENT STATUS AND TRENDS
2.1 LIBRARY ROLE:
2.1.1 Primary Clientele:
Museum research staff.

2.1.2 Interlibrary Loan - Borrowing
Often uses NYSILL for borrowing. Supplies convenient access to rich research collections within the State. Uses standard ALA ILL procedures and informal direct arrangements for unique materials in other museum collections.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Via NYSILL, mostly provides photocopy but will lend books depending on condition of material.

Will accept telephone inquiries and requests, but must be formalized by use of standarized form or through NYSILL.

Within OCLC:
Had to withdraw from OCLC ILL program as a lender because too time consuming for our staff.

General:
Accepts requests using standard forms and conforming to ALA policies. Does not charge for lending.

2.1.4 Other
Participates in METRO borrowing card program.

2.2 Current Bibliographic Access
Member of OCLC since 1980. Approximately one-fourth of the monograph collection is on OCLC database.

****A G.K. Hall catalog of the Museum's collection provides bibliographic access through the mid 1960's.

American Museum of Natural History (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - not applicable -

2.3.2 Staffing - not applicable -

2.3.3 Materials

Greatest concern is impact of use on the condition of the collection, much of which is in a very fragile state. Even photocopying within the library takes its toll on paper quality and binding. System redesign must take into account the need to preserve the collection.

2.3.4 Funding and Costs

The Museum is a private institution and finds that the NYSILL reimbursement does not come close to meeting its costs of supplying material. However, because NYSILL is such an important component in its borrowing, the Museum feels the program achieves a net reciprocity.

2.3.5 Training - not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing
- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials
- not applicable -

3.3 Coordination and Allocation of Lending

Strongly supports the role of NYSILL as a screening agent for requests. NYSILL performs much of the verification of requests for which the Museum does not have the bibliographic resources. NYSILL provides some assurance that the requests which the Museum receives are appropriatly directed, and the Museum's current fill rate is a direct result of prior NYSILL screening.

Supports continuation of the hierarchical model for handling ILL requests. Would not want system to allow direct access; it is too easily abused. The Museum probably would have to handle more requests and more inappropriately directed requests and spend more time on each request.

The Museum finds the NYSILL telecommunications facility very useful and would want to see it preserved or enhanced in any system redesign.

American Museum of Natural History (con't)

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -
4.4 Statistics - not applicable -
4.5 Institutional Responsibility - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -

5.2 Selecting the Lending Library
See Section 3.3.

5.3 Document Delivery
Would like to see a single delivery system. Suggests a SOLID type service be provided at least to all referral libraries.

6. FISCAL POLICY - not applicable -

SUMMARY OF MEETING WITH NYSILL AREA REFERRAL LIBRARY

1. GENERAL

1.1 Library: Buffalo and Erie Country Public Library (BECPL)
1.2 Date: 25 June 1985
1.3 Participants:
1.3.1 Library
Don Cloudsley, Director
Diane Chrisman
Mary Anne Casey
JoAnn Pearson
James Rybarczyk

1.3.2 Ringgold
John F. Knapp, Vice President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates to general public of City of Buffalo and Erie County. Acts as library system headquarters for all other public libraries in Erie County.

2.1.2 Interlibrary Loan - Borrowing
Often uses NYSILL for borrowing, primarily for members of Western Region 3Rs. Requests materials through the use of OCLC as a location tool.

2.1.3 Interlibrary Loan - Lending:
Within public library system:
Acts as primary resource library for all other library members of public library system. Forwards requests for material that can not be filled locally to State Library.

Within the state:
Via NYSILL, acts as regional resource library for 3Rs which has its offices in the BECPL building. Receives reimbursement for processing requests and supplying material outside of Erie County. Forwards requests for material that cannot be filled locally to State Library for its own clientele as well as for the 3Rs.

2.1.4 Other
Primary use of standard ALA ILL forms and procedures is for out of state requests. Occasionally makes use of OCLC to request materials from other 3Rs that make use of OCLC.

2.2 Current Bibliographic Access

On OCLC, retrospective conversion has been completed.

Has an on-line circulation system (vendor DRA) on which item conversion has not been completed.

Buffalo & Erie County Public Library System (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - BECPL - 1984

	Requested	Filled	%
Borrowing *1			
Total Requests	4567	2764	60
Lending			
Total Requests	12464	8749	70

*1 includes material from NYSILL for 3Rs service.

2.3.2 Staffing

BECPL has experienced severe budget cuts over the last few years which has resulted in ILL staffing cuts and reduced book budgets. Despite these cut backs, the BECPL remains committed to fulfilling its role as a regional resource in support of the state ILL system.

2.3.3 Materials

Has had to cut back significantly in collecting federal and international documents and dropped 800 serial and continuation titles.

2.3.4 Funding and Costs - not applicable -
2.3.5 Training Communications - not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

BECPL would like to see state ILL system less restrictive on the kinds of material that can be borrowed although with current budgetary constraints they would be hard pressed to handle any more requests. As a matter of principle they do not object to the idea of ILL requests by subject, but they could not provide this service given current staffing.

3.3 Coordination and Allocation of Lending

BECPL would be willing to explore the possibility of allowing other libraries in the region to have on-line search access to its circulation system. However, there are technical and security issues that would have to be addressed and resolved before access could be provided. Such users would have to understand that only a part of the collection is on the system, e.g. no serial titles. Also BECPL would not want such use to generate requests for materials which are in-process and not yet part of the collection. Not sure that such access could improve service, since blind requests are not now a problem.

Buffalo & Erie County Public Library System (con't)

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training	- not applicable -
4.2 Bibliographic Capabilities	- not applicable -
4.3 Types of Materials	- not applicable -
4.4 Statistics	- not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems	- not applicable -
5.2 Selecting the Lending Library	- not applicable -
5.3 Document Delivery	- not applicable -

6. FISCAL POLICY	- not applicable -

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL
1.1 Library: Columbia University
1.2 Date: 17 June 1985
1.3 Participants:
1.3.1 Library
Patricia Battin, Vice President and University Librarian
Paula T. Kaufman, Director of the Library Services Group
Charles Henry, Asst. Director Humanities & History
Rod McNeil, Intern (Rutgers)

1.3.2 Ringgold
John F. Knapp, Vice President
Dr. Ralph M. Shoffner, President

2.1 Library Role:
2.1.1 Primary Clientele:
Circulates materials to faculty, research staff, students, and support staff of Columbia University

2.1.2 Interlibrary Loan - Borrowing
Principal borrowing activity request resources from RLG members using the on-line facilities of RLIN.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Via NYSILL, to supply book materials as a referral library for certain prescribed subject areas according to contract with the New York State Library.
Within RLG:
Participates fully in reciprocal ILL program.
General:
Lends materials to libraries using current ALA ILL practices and charges a cost recovery fee for this service. The current charge is $10.00.

2.1.4 Other
Allows visiting scholars in-library use of materials. Participates in METRO borrowing card program for unique materials.

2.2 Current Bibliographic Access
On RLIN, has performed current cataloging since 1979. System now has 350,000 titles out of an estimated 2.5 million total titles for Columbia.

Columbia University (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels 1984/85 - Columbia

	Requested	Filled	%
Borrowed			
Total Requests	5449	4959	91
RLG	-	4943	
NYSILL	-	16	
Other			
Lending			
Total Requests	11016	5618	51
RLG	-	2930	
New York State	-	1618	
Other			

2.3.2 Staffing

In all of Columbia's libraries, 26 people are involved in ILL, excluding the separate shipping operations.

2.3.3 Materials

Expressed concern about the provision of materials and the effect on "the wear and tear" on the collection. NYSILL program was originally started as a program to supply little used research materials. Now too much of what is requested is for materials which are intensively used by the University community. Law, business, and economics are three problem areas. Columbia has adopted a policy of not supplying English language in-print materials which they feel ought to be supplied by other than a "last resort" research library.

2.3.4 Funding and Costs

Has received $13,000 - $14,000 annual collection development grants to support participation in NYSILL referral library program. (Total Acquisitions budget is $4 million.) However, these grants combined with the incremental service reimbursement of $2.50 (for an unfilled search), plus $3.50 (for supply of materials) do not adequately cover Columbia's cost of participation in the program. Reimbursement has not increased as rapidly as have costs.

Columbia University (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.3 Usage and Constraints (con't)

2.3.5 Training and Communications

Feel that in recent years there has been a questionable level of bibliographic verification in requests received through NYSILL, perhaps due to recruiting and training problems. NYSILL fill rate, now about 35% is less then it was 5 years ago.

Attached are 4 scenarios of NYSILL requests, giving the effect they have on searching time. Search time for a correctly cited title which is owned ranges from 1 to 7 minutes; an incorrectly cited title, not owned, 7 to 15 minutes. The major time requirement appears to be due to an incorrectly cited title.

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing
- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials
- not applicable -

3.3 Coordination and Allocation of Lending

Does not object in principle to direct access by borrowing libraries (rather than through NYSILL). However, would want to be assured that: 1) access would be for items that Columbia is known to hold, 2) requests would be well-verified, 3) lending would not interfere with service to the University community for high use materials, and 4) Columbia's role would remain that of a "library of last resort" (i.e. Columbia's is the only known holding in the state). In no case should direct access increase the number of blind requests.

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training	- not applicable -
4.2 Bibliographic Capabilities	- not applicable -
4.3 Types of Materials	- not applicable -
4.4 Statistics	- not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems	- not applicable -
5.2 Selecting the Lending Library	- not applicable -

5.3 Document Delivery

Columbia feels that there are too many different delivery methods, each requiring a separate set of procedures, labels, pick-ups, etc. Current system puts considerable demand on shipping room staff and creates on-going requirement for training. Would like a more unified approach to materials delivery.

Columbia University (con't)

6. FISCAL POLICY

Columbia as a private institution does not think that it can continue to subsidize ILL for the state. Wants to see a system which will provide full cost recovery.

Reimbursement for service must take into consideration the variation in labor costs and the complexity of very large libraries where supply of materials may come from one of several of branch libraries. The complexity of a large library system affects cost and the level of service.

The current schedule of reimbursement pays less for unfilled searches than when the material is supplied. In fact, searches for material that Columbia does not have cost considerably more to process. A redesign goal should be to cut down on blind referrals and to adequately cover their cost.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: Cornell University
1.2 Date: 26 June 1985
1.3 Participants:
1.3.1 Library
Louis E. Martin, University Librarian
Patricia Schafer, Head, Interlibrary Services Dept.
David Corson, Olin Librarian
Judith Holliday, Fine Arts Librarian
Susanne Whitaker, Veterinary Librarian

1.3.2 Ringgold
John F. Knapp, Vice President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates to faculty, research staff, students, and support staff of Cornell University.

2.1.2 Interlibrary Loan - Borrowing
Principal borrowing activity requests materials from RLG members using the on-line facilities of RLIN. Borrowing has increased significantly since this facility has become available.

2.1.3 Interlibrary Loan - Lending:
Within the region:
Acts as a regional resource center for the South Central 3R's. Reimbursed by the the 3R's for this service.

Within the state:
Via NYSILL, to supply materials as referral library under contract with the New York State Library. Receives reimbursement for this service.

Within RLG:
Participates fully in reciprocal ILL program.

Other
Lends materials to libraries using current ALA ILL practices and charges a partial cost recovery fee for this service.

2.2 Current Bibliographic Access
On RLIN, 30 - 40 % of Cornell collections.
Planning to install an on-line circulation system.

Cornell University (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - Cornell University (excluding Medical) - 1984/85

	Requested	Filled	%
Borrowing			
Total Requests	11937	9703	81
RLG		7083	
Other		2620	
Lending			
Total Requests	38755	26004	67
RLG			
NYSILL	11757	8721	74
SCRLC			
Other			

NYSILL now accounts for 32% of Cornell's lending. This use of Cornell's collections as a referral library has decreased. This decrease is attributed to heavy use of RLIN and OCLC ILL systems by libraries in the state. For example, 38% of Cornell's lending comes through RLIN, some of which is now for SUNY campuses.

There was increased borrowing and lending activity from the 1983/84 year to 1984/85:

	Requested	Filled
Borrowing	+13%	+ 9%
Lending	+ 5%	+10%

2.3.2 Staffing - not applicable -
2.3.3 Materials - not applicable -
2.3.4 Funding and Costs

Within RLG there is currently a willingness to bear the cost of lending without reimbursement because there is a perceived pattern of equity across all members. Cornell's lending through NYSILL and South Central 3R's is reimbursed but not at a level to gain full cost recovery. As a land grant institution which receives partial support through state funds, Cornell feels a responsibilty to continue to support state and regional ILL needs. However, they would like to see reimbursement more closely match their $12.00 charge for standard ILL.

2.3.5 Training and Communications
- not applicable -

Cornell University (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing
3.1.1 Primary Clientele : ILL - Lending
3.2 Rationale For Equal Access - Borrowers and Materials
3.3 Coordination and Allocation of Lending

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -
4.4 Statistics - not applicable -
4.5 Institutional Responsibility - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -
5.2 Selecting the Lending Library - not applicable -
5.3 Document Delivery - not applicable -

6. FISCAL POLICY

Cornell anticipates more ILL volume as technology becomes more widely available and libraries perceive ILL even more as an extension of local collections. Additional volume must be accompanied by: more uniform processing procedures, more uniform communications and methods of material delivery; better predictability of volume so staffing needs can be anticipated; and, stable financing which covers the costs of net lending libraries.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: Engineering Societies Library
1.2 Date: 18 June 1985
1.3 Participants:
1.3.1 Library
Kirk Cabeen, Director

1.3.2 Ringgold
John F. Knapp, Vice President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Library of a private membership organization serving members of seven engineering societies within continental U.S. and Canada. Also available for in-library use by the general public. Much of the collection is noncirculating; e.g. technical reports, conference proceedings, etc.

2.1.2 Interlibrary Loan - Borrowing
The Library rarely borrows materials.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Via NYSILL, 98% of filled requests are photocopies. The remainder are books, an inter-library lending service which is provided only to NYSILL.

2.1.4 Other
Provides photocopy, microfilm, and literature searches on a fee for service basis. The Societies library receives approximately one-third of its support from members dues. The remainder of the budget is provided by the fee for service activities. NYSILL is one component of this activity.

2.2 Current Bibliographic Access
A G.K. Hall printed catalog of the Societies' holdings through 1963. This catalog has been supplemented on microfilm.

The Societies holds all material indexed in Engineering Index.

There is no machine-readable catalog of the Societies' holdings.

Engineering Societies Library (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - not applicable -
2.3.2 Staffing - not applicable -

2.3.3 Materials

Because the Societies collection is narrow in subject scope and is well-described by the Engineering Index and the G.K. Hall catalog, most NYSILL requests are for known items in its collection. These are usually filled within one day (keeping in mind that 98% is photocopy).

2.3.4 Funding and Costs

NYSILL request fulfillment is a small part of a routine for fee service. The Societies finds the current NYSILL reimbursement adequate to cover its costs.

2.3.5 Training and Communications

This library is delighted with the new Tandy based telecommunications equipment provided by NYSILL. In addition to improving NYSILL communications, the library has plans to use it in support of other library activities.

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing
3.1.1 Primary Clientele : ILL - Lending
3.2 Rationale For Equal Access - Borrowers and Materials

3.3 Coordination and Allocation of Lending

The Societies would not object to direct access by libraries in New York State assuming that some form of reimbursement for service would still be provided. This library is already set up to provide service to libraries making direct requests, and so a different pattern of request routing would not require organizational change.

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -
4.4 Statistics - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -
5.2 Selecting the Lending Library - not applicable -
5.3 Document Delivery - not applicable -

6. FISCAL POLICY

Some form of reimbursement for service will still be needed.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL
1.1 Library: New York Academy of Medicine
1.2 Date: 18 June 1985
1.3 Participants:
1.3.1 Library
Brett Kirkpatrick, Librarian and Director, RML Region #1
Kay Due, Associate Director of RML
Don Clyde
Mickie MacIntire

1.3.2 Ringgold
John F. Knapp, Vice President

2. CURRENT STATUS AND TRENDS
2.1 Library Role:
2.1.1 Primary Clientele:
Library of a private membership organization serving members and giving in-library service to general public. Defacto public library for medicine and related subjects for City of New York (by prior agreement New York Public Library does not collect medical subjects).

2.1.2 Interlibrary Loan - Borrowing
Uses Regional Medical Library inter-library lending facility which is tied into the National Library of Medicine and other medical libraries in the country.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Participates in the Medical Center of New York.

Began participating in NYSILL at its beginning in 1967. Now provides an interface between NYSILL and the Regional Medical Library network.

Within region:
Is the regional node in the Northeast Regional Medical Library (RML) network, Region 1.

Other:
Provides materials in response to requests received via OCLC and also standard ALA forms, so long as the requesting library is willing to pay the Library's fees.

New York Academy of Medicine (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.2 Current Bibliographic Access

On OCLC, since 1976. Approximately 26,000 titles cataloged on the system.

On BRS with 33 other libraries in UCOM, the Medical Library Center of New York's Union Catalog Of Monographs and Multimedia. UCOM is loaded on BRS from OCLC archive tapes. Access to this data base is open in that anyone can obtain a password from the Library Center without paying a fee.

In UCMP, the Medical Library Center of New York's Union Catalog of Medical Periodicals, published in microfiche and listing the periodical holdings of some 700 libraries.

2.3 Usage and Constraints

**** The following to be revised to reflect total lending activities:

2.3.1 Activity Levels - May 1984 - April 1985

Lending

	Received	Filled
Total Requests Received	2142	1416
Type of Supply		
Photocopy		970
Item		431
Source of Request		
NYSILL	864	594
MLC	397	280
Mail	881	542
Billing		
NYSILL		$10,915
MLC		$512
Mail		$1,879

2.3.2 Staffing

ILL staffing is composed of 1 full time professional and 9 clerical positions.

2.3.3 Materials

About 75% of the Academy's lending is photocopies of journal articles; the remaining 25% is monographs. In lending they have a continuing concern for preservation. However, if they are unable to circulate an item, they have the ability to make a microfilm of the material.

New York Academy of Medicine (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints (con't)

2.3.4 Funding and Costs

The library participated in the RML Region 1 1984 survey (138 forms returned out of a sample of 261 forms mailed) of ILL costs, whose results are summarized:

RML/RL -

		Costs		
		Staff	Other	Total
1)	Initial Processing	$232,438	$ 31,942	$264,380
2)	Fill/Reject	478,007	179,967	657,974
3)	Refer	222,209	67,635	289,844

		Volumes
4)	Initial Processing	- Requests 231,743
5)	Fill/Reject	- Requests 199,813
6)	Refer	- Requests 31,930

		Mean Costs per Request Processed		
		Staff	Other	Total
7)	Initial Processing	$1.00	$0.14	$1.14
8)	Fill/Reject	2.39	0.90	3.29
9)	Refer	6.96	2.12	9.08
10)	7) + 8)	3.39	1.04	4.43
11)	7) + 9)	7.96	2.26	10.22

2.3.5 Training and Communications

The Academy's position is that the screening performed by NYSILL is not as effective as it should be. While bibliographic verification is sometimes a problem, location information is too often inaccurate. They speculate that staff training in the use of locational tools is a continuing problem for the State Library.

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

- not applicable -

New York Academy of Medicine (con't)

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training

Experience within the RML network has shown that continuing training of requesting library staff is critical to effective operation of an ILL network. This training should include the use of bibliographic and locational tools, as well as the protocols of network operation.

4.2 Bibliographic Capabilities

Increased availability of bibliographic tools and catalogs is needed. The state support of catalog conversion and union lists of serials is appropriate and should be continued. Support for on-line access should be continued and increased.

4.3 Types of Materials - not applicable -

4.4 Statistics

In addition to producing the necessary management information, the ILL system should provide all billing information that may be needed so that physical coupons such as those used in the RML network are unnecessary. Then libraries could settle their ILL accounts on some periodic basis, e.g., monthly or quarterly.

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -

5.2 Selecting the Lending Library

The Academy recognizes that there may be critical differences in the operation of fee-for-service networks, such as RML, and subsidized networks, such as NYSILL. For example, where there are fees for services rendered, the network tends to be self policing in so far as determining the amount of ILL activity and selecting the libraries to whom requests are sent. By contrast, in a subsidized network, there is a need for methods to limit the volume in the network and to limit the amount sent to any one location.

The Academy believes that the New York State ILL redesign could benefit greatly from the experience of the operation of the RML ILL network system. In the early days, the RML network was completely subsidized by NLM. There were borrowing quotas established and the libraries paid for any borrowing beyond their quotas. Originally, all requests on the system in Region 1 were coming to the Academy, which was consistent with its role as the regional node in the national network. However, with time, the amount of NLM support for RML was phased down. As this occurred, NLM and the Academy encouraged direct access to other libraries. Part of this encouragement has been toward having the smaller libraries build local consortia within which sharing would take place without fees being charged. The result is that the system has evolved from a hierarchical system to a point-to-point system.

New York Academy of Medicine (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES
5.2 Selecting the Lending Library (con't)

For known item requests, direct access works very well. All the RML libraries have the necessary location tools so that known-item known-location requests represent the bulk of the requests in the system. For the few blind requests, the RML system provides for automatic routing to multiple libraries (with NLM as the last resort) until a request can be filled.

The use of NLM's DOCLINE system is expected to have an important effect on the efficiency of the system. The requestor approaches the system after obtaining an item identification from some other system, e.g., MEDLINE, and the system, using an on-line copy of UCMP holdings, automatically locates the holding libraries and establishes a sequential routing for the request. Request routing is automatically assigned, but it is different for each library and depends upon the libraries that have been previously identified as preferred lenders for the requesting library. DOCLINE is still in a developmental and testing phase. As of May, 1985, there were 36 libraries and in July, 1985, there were 72 libraries in Region 1 making use of DOCLINE.

Consistent with their support of direct borrowing, the Academy does not see a need for a screening agency to qualify borrowers ("the serious user") or material ("research material"). They do not require that they be used only as a "library of last resort" in any future state ILL system. At the same time, they prefer not to be a switching center for requests for medical materials, but they would be willing to do so if they received funding for the work.

5.3 Document Delivery
- not applicable -

6. FISCAL POLICY
The Academy believes that it is very appropriate for the State Library to continue to provide support for the establishment of bibliographic data bases, especially those giving locational information for holdings in the state, and to provide funding for the development of system interfaces to improve the handling of borrowing requests within the state.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: New York Public Library (Research Libraries)
1.2 Date: 17 June 1985
1.3 Participants:
1.3.1 Library
Ruth Ann Stewart, Assoc. Dir., External Services
Elizabeth E. Bentley, Chief, Cooperative Services
Rodney Phillips, Chief, General Research Division

1.3.2 Ringgold
John F. Knapp, Vice President
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
To serve as a non-circulating, research library for any individual over 18 years of age.

2.1.2 Interlibrary Loan - Borrowing
An ILL borrowing desk is staffed. Instead of borrowing, prefer to provide referrals to other METRO Libraries. NYPL borrows unavailable materials from other RLG libraries, from NYSILL, from Center for Research libraries and then from others.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Via NYSILL, to supply photocopy as a subject referral library. Average transaction is less than 10 pages, about 7-8 p. @ $0.30 ea. = $3.00

Within RLG:
Supplies photocopy, participates in reciprocal programs and lends materials only under exceptional circumstances as a "library of last resort".
Other:
Supplies photocopy on a fee basis.

2.1.4 Other - not applicable -

New York Public Library (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.2 Current Bibliographic Access

On RLIN, 895,000 records, representing 1972 to present.
(Use RLIN for service to own clientele - reference and verification)

On OCLC as a tape loading member.
Anticipating public service use of OCLC for reference, and local referrals.

On MILCS - branch collections.

On NYPL, new on-line catalog. Developed by Carlyle Systems. By Jan'86 plan to have all machine readable (895,000 plus) on CATNYP.

2.3 Usage and Constraints

2.3.1 Activity Levels - New York Public - 1984/85

	Requested	Filled	%
Borrowed			
Total Requests	2473	1386	56
RLG	1563	918	59
New York State	37	20	57
Other	873	452	52
Lending			
Total Requests	11314	6253	55
RLG	5358	2878	54
New York State	5465	3106	57
Other	491	269	55

Holdings are not lent under normal conditions; copies are produced and sent instead.

2.3.2 Staffing

It is very desirable to maintain a work level within the capabilities to provide a current response. Receiving a request overload in relation to staffing is a concern.

2.3.3 Materials

Estimated that 50% of the materials are in poor condition so far as ability to photocopy is concerned; however, it is possible to microfilm in lieu - demand microfilming is already available on a fee basis.

2.3.4 Funding and Costs

At present, full direct costs of ILL are not covered by NYSILL reimbursement.

2.3.5 Training and Communications

- not applicable -

New York Public Library (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

- not applicable -

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training

A continuously maintained procedure manual for the ILL participants is desirable in order improve the communication and understanding of the ILL rules and procedures. For example, verification of citation should not be sufficient by recording "reader says you own."

4.2 Bibliographic Capabilities

It is necessary to have appropriate reference tools available throughout the state and staff trained in their use.

4.3 Types of Materials

- not applicable -

4.4 Statistics

Any revised system should provide system generated statistics as an integral part of its operation.

4.5 Institutional Responsibility

- not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems

5.2 Selecting the Lending Library

An intermediary role may be necessary in order to provide allocation and quality control. Leveling of request handling load among libraries can provide improved responses for all requests. Need to have filtering of requests with respect to what a library collects.

5.3 Document Delivery

Simple and routine methods of sending materials is desirable. At present there are multiple rules and methods used - photocopy via US Mail or PUROLATER, UPS for RLG books. The present requirement for filling in PUROLATOR forms is time consuming and the delivery procedure should be simplified.

New York Public Library (con't)

6. FISCAL POLICY
If direct ILL access by libraries throughout the state were to be provided, net lender should be reimbursed. Funding for non-fill of requests as well as filled requests is desirable in that non-fills often entail greater complexity of search.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: New York University
1.2 Date: 18 June 1985
1.3 Participants:
1.3.1 Library
  Nancy C. Kranick, Dir. of Public and Admn. Services
  Karen Kinney, Head of Reference

1.3.2 Ringgold
  Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates materials to faculty, research staff, students, and support staff of New York University

2.1.2 Interlibrary Loan - Borrowing
Principal borrowing activity request resources from RLG members using the on-line facilities of RLIN.

2.1.3 Interlibrary Loan - Lending:
Within the state:
  Via NYSILL, to supply book materials as a referral library for certain prescribed subject areas according to contract with the New York State Library.
Within RLG:
  Participates fully in reciprocal ILL program.
General:
  Lends materials to libraries using current ALA ILL practices and charges a cost recovery fee for this service. The current charge is $10.00.

2.2 Current Bibliographic Access
  On RLIN, 420,000 titles
  On local on-line catalog, BOBCAT, 420,000 titles

New York University (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - 1983/84 Bobst Library NYU

	Requested	Filled	%
Borrowed			
Total Requests	2410	1685	70
New York State			
NYU	265	218	82
NYSILL	89	54	61
ALA in NY	71	40	56
METRO	24	22	92
RLG	1135	844	74
ALA outside NY	808	498	62
International	18	9	50
Lending			
Total Requests	6732	3130	46
New York State			
NYU	303	176	58
NYSILL	2280	1031	45
METRO & MCH	147	64	44
ALA in NY	49	25	51
RLG	2522	1304	52
ALA outside NY	1254	507	40
International	177	23	13

2.3.2 Staffing

The present system is labor intensive, involving open stacks, checking of multiple locations, and retrieval from branch libraries. The latter requires that it be worked into the branch work load and schedule. As a result, turnaround time can be substantial.

Use own ILL staff for all activities instead of people from other operations in order to avoid any issue of priority (i.e., whether to interfere with current work to process requests for non-priority clientele). This ILL activity includes RLIN terminal access and photocopy. BOBCAT is an aid because remote searching can be done and book location determined. Circulation status is not yet available on BOBCAT, but is expected to be integrated.

Total ILL staff time estimated for 1984/85 is 8000 hours. This figure includes both direct time for those working directly on ILL, the coordinator and a portion (5%) of the Reference Department Head. A full time position is estimated at 1700 hours per year. This figure also includes mailing effort.

New York University (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.3 Usage and Constraints (con't)

2.3.3 Materials

Collection development takes account of NYU's acting as a state resource for ILL; as a direct patron access referral library within METRO; and as a library of last resort for METRO ILL. Unfilled not-on-shelf requests are referred to Collection Development for review.

2.3.4 Funding and Costs

Total ILL staff costs estimated for 1984/85 are $73,623. This figure includes both direct salaries and fringe benefits (@ 20.5%) for those working directly on ILL, the coordinator and a portion (5%) of the Reference Department Head. This figure does include mail room staffing.

The ratio of this cost to:

Total Requests (Borrowing & Lending)	$ 8.05
or to:	
Total Fills (" " ")	$15.29

2.3.5 Training and Communications

- not applicable -

New York University (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

3.1.1 Primary Clientele : ILL - Lending

The definition of the role of ILL is shifting. The business community is now experiencing online document delivery, leading them to expect improved physical document delivery. To reduce delivery delay will require a changed perception of the importance of ILL lending in the library's services. A main problem in timeliness is separating non-urgent from urgent requests in order to give priority to the latter.

3.2 Rationale For Equal Access - Borrowers and Materials

As a member of RLG, the library gives priority to other RLG members in handling their borrowing requests. The borrowing requests from all other libraries are treated equally.

3.3 Coordination and Allocation of Lending

Bypassing state hierarchical approach, local to regional, should provide speedy fill of requests. Routing requests through Albany for verification builds in additional delay (e.g., Fordham to NYSL and back to New York City). Load distribution is desirable and NYU should be considered as a 'library of last resort'.

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -

4.2 Bibliographic Capabilities

Time to verify that the library doesn't own the requested item is significant; greater prior verification is needed.

4.3 Types of Materials - not applicable -
4.4 Statistics - not applicable -
4.5 Institutional Responsibility - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems

It is desirable to unify the present multiple ILL forms - ALA, METRO, NYSILL, RLIN,...- together they represent a paperwork nightmare. Automation should aid statistics reporting and internal coordination.

The ILL system should make use of an online data base or combination of them and provide buffers and electronic switches for automatic transfer of the request until it is filled. As they become available, links to local circulation systems (e.g., NYU's planned first link, RLIN:GEAC, of RLG's Distributed System) should be used, giving point-to-point query capability.

New York University (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES (con't)

5.2 Selecting the Lending Library - not applicable -
5.3 Document Delivery - not applicable -

6. FISCAL POLICY

With the possible exception of private, for-profit libraries, borrowing libraries should provide ILL service without additional end user fees.

At the same time, net lending institutions should be reimbursed fully by the New York State Library for service to clients within the state network.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: Rochester Public
1.2 Date: 20 June 1985
1.3 Participants:
1.3.1 Library
Linda M. Bretz, Director
June Rogoff, Head of Central Libraries
Lois Klonick, ILL
1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates materials to patrons of Rochester Public Library.

2.1.2 Interlibrary Loan - Borrowing
Uses a variety of sources including the OCLC system. Can use NYSILL telecommunications to request materials from State Library.

2.1.3 Interlibrary Loan - Lending:
Within the state:

Serves as central library for the five county Pioneer Library System. Also, by arrangement with the Rochester 3Rs, serves as a regional resource library (as well as University of Rochester) prior to referral of requests to NYSILL. Accepts requests from libraries in the region and fills from collections, if available, or forwards the request to NYSILL if it cannot fill.

The four school library systems in the area have reciprocal arrangements so they both make and accept ILL requests.

2.1.4 Other

2.2 Current Bibliographic Access
On OCLC, approximately 450,000 titles, representing complete retrospective conversion of the holdings.

On local on-line catalogs, the library is implementing an on-line circulation control system (GEAC) and has on-line access (beginning in September, 1985) to the circulation systems of other libraries: Nazareth (OCLC 2000), Rochester Institute of Technology (Dataphase), and University of Rochester (GEAC).

Rochester Public Library (con't)

2. CURRENT STATUS AND TRENDS (CON'T)

2.3 Usage and Constraints

2.3.1 Activity Levels - 1984 for Pioneer Library System

	Requested	Filled	%
Borrowing			
Total Requests	79383	70969	89
Pioneer Lib. Sys.	73063	62903	86
RRRLC	2058	2808	*1
NYSL	1117	863	77
Beyond NYSL	1438	863	60
Lending			
Total Requests			
RRRLC	1851	1431	77
RARE	2034	1693	83
Other	2228	408	18
Region Want Lists (155)	2988	1223	41

*1 There were requests filled which had been place in prior reporting period.

The library has been providing a want list service, with the target of clearing a given want list through the region within 6 days. Of those filled, it is estimated that 31% are items that would not have been obtained otherwise.

During the 1970s, ILL request volume increased steadily, from 64,535 in 1971, to 94,778 in 1980. The request volume then dropped from 1981 to 1983. In the last two years it has been increasing, possibly due in part to the increased knowledge of location due to OCLC and increased speed of lending due to that knowledge.

2.3.2 Staffing - not applicable -

2.3.3 Materials - not applicable -

2.3.4 Funding and Costs

The library is reimbursed at the rate of $5/fill to libraries outside the Pioneer System; $2.74/fill internal to the system.

For 1984, the estimated staff cost of ILL was approximately $166,000, or $5.61 per staff hour. Ratioed to the number of requests handled (79,383), this is $2.09. Ratioed to the number of requests filled within the region (65,393), this is $2.54.

2.3.5 Training and Communications

- not applicable -

Rochester Public Library (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

- not applicable -

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -

4.2 Bibliographic Capabilities

There will be a continuing need to 'clean up' ILL requests and to accept subject requests and convert them into 'known item' requests. This resolution is performed at MCLS.

The transmission sites will need to have the bibliographic tools needed to convert the requests to 'known item - known location' requests; access to OCLC & RLIN certainly, possibly to UTLAS, MILCS and other systems.

4.3 Types of Materials - not applicable -

4.4 Statistics

Statistics should be maintained on: the amount of staff time required, especially the time spent logging data; total ILL volume; turnaround time; and fill ratio. The target for the latter two should be 80% filled immediately.

4.5 Institutional Responsibility

- not applicable -

Rochester Public Library (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems

The ILL system should be able to interact with the many different types of circulation control systems that are installed or being installed, e.g., as is now being done in Rochester with Dataphase, GEAC, and the OCLC 2000.

The direct computer to computer contact should be for review of availability, not for automatic borrowing.

5.2 Selecting the Lending Library

If point-to-point is established, it should be used only if the item is known and the location is shown by an on-line data base search. That is, there should be no subject requests and no fishing for a holding library.

If this restriction is followed, it is unlikely that substantially more requests will be sent to the present referral libraries. In most cases, there will be other sources that will be able to supply the same material faster.

The redesigned system should spread the ILL load in order to reduce the differences between net lenders and net borrowers.

5.3 Document Delivery

If telefacsimile were to be used, only state of the art should be acquired.

6. FISCAL POLICY

Net lenders should be reimbursed if their lending is grossly out of line with their borrowing.

State funding should be used to help assure the provision of uniform service. It should be used for coordination of the service through out the state and for convening both training and review meetings.

An equipment subsidy should be provided if telefacsimile were to be used.

SUMMARY OF MEETING WITH REGIONAL RESOURCE LIBRARY

1. GENERAL

1.1 Library: State University of New York at Buffalo
1.2 Date: 25 June 1985
1.3 Participants:
1.3.1 Library
Sharon Schiffhauer, Asst. to the Director
Steve Roberts, Asst. Director
Ann Clifford, Lockwood Library
James Webster, Science and Engineering Library
C.K. Huang, Health Sciences Library

1.3.2 Ringgold
John F. Knapp, Vice President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates materials to faculty, research staff, students, and support staff of SUNY Buffalo.

2.1.2 Interlibrary Loan - Borrowing
Uses a variety of sources including the OCLC and RLIN ILL systems. Can use NYSILL telecommunications to request materials from State Library.

2.1.3 Interlibrary Loan - Lending:
Within the state:

Serves as a regional resource library for NYSILL. Accepts requests from libraries in the region and fills from collections, if available, or returns request to originator if it can not fill. Does not receive requests from NYSILL.

Collections used as regional resource are: Lockwood Library (humanities and social sciences), Science and Engineering Library, and Law Library. Health Sciences Library is not involved in regional program.

Other:

Participates as lender in OCLC and RLIN systems.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access

On RLIN, but major entry of records not expected until after January 1986.

On OCLC, between 750,000 and 1,000,000 titles.

Planning to install an on-line circulation system.

SUNY Buffalo (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - SUNY Buffalo - Jan.-May 1985

	Requested	Filled	%
Borrowed			
Total Requests	703	561	80
WNYLRC	109	88	81
NYSILL	102	76	75
RML	377	324	86
Other Networks	115	73	63

2.3.2 Staffing - not applicable -

2.3.3 Materials

Requests are not screened to ensure holdings before being sent to Buffalo, as a result, many requests can't be filled. Also many requests are for high use materials by SUNY Buffalo community with the result that the fill rate is significantly affected by materials which are in circulation.

2.3.4 Funding and Costs - not applicable -

2.3.5 Training Communications

Most requests originating in the region come through the Western Region 3R's using the NYSILL telecommunications facilities. Problem for Law Library which does not have telecommunications and has to receive its requests by mail.

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

Buffalo would entertain the possibilty of allowing the Regional 3R's office on-line access to the circulation system soon to be installed. This could reduce the number of blind requests and the number of unfilled requests resulting from material which currently is not available. A possible problem with this approach is that during the early phases of system installation much could be missed because the entire collection would not be on the system. This would be a especially true for the Law Library.

SUNY Buffalo (con't)

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -

4.2 Bibliographic Capabilities

Buffalo expressed general need to continue to improve regional bibliographic access as a way of improving ILL performance. There is a special need to improve detailed serial holdings in the regional list. Another example cited is bibliographic access to standards and technical and professional papers.

4.3 Types of Materials - not applicable -

4.4 Statistics - not applicable -

4.5 Institutional Responsibility - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

The ILL redesign effort should look closely at the medical library ILL system as a model which could be followed statewide. Important features are: automatic routing of request from library to library until filled, borrower payment for services by a system of coupons, and direct, non-hierarchical, access between borrower and lending libraries.

5.1 Unified or Multiple Systems

Buffalo has to deal with multiple systems of ILL: Regional 3R's, NYSILL, RLIN, OCLC, and ALA. Requires understanding of various procedures and collecting numerous statistics. System most favored is RLIN because it is easiest to use. Redesign should attempt to unify ILL practice and technology. Need better verification, forms, telecommunications technology, and bibliographic access to increase known item requests.

5.2 Selecting the Lending Library

- not applicable -

5.3 Document Delivery

- not applicable -

6. FISCAL POLICY

The redesigned system should include borrower payment for services; state support would then be through borrower funding or reimbursement.

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: Milbank Memorial Library, Teachers College, Columbia University

1.2 Date: 18 June 1985

1.3 Participants:

1.3.1 Library
Jane Franck, Director
Kay VanderGrift, Assoc. Director
Karen Brown, Head of Collection Development
Roberta Schaafsma, Head, Research Services

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates materials to faculty, research staff, students, staff of Teachers College and other approved borrowers.

2.1.2 Interlibrary Loan - Borrowing
Principal borrowing activity request resources from RLG members using the on-line facilities of RLIN.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Via NYSILL, to supply book materials as a referral library for certain prescribed subject areas according to contract with the New York State Library.
Within RLG:
Participates fully in reciprocal ILL program.
Other:
Lends materials to libraries using current ALA ILL practices and charges a cost recovery fee for this service.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access
On RLIN, 40,000 titles

2.3 Usage and Constraints

2.3.1 Activity Levels - Teachers College - Columbia University - Sept. 1, 1984 - June 30, 1985

	Requested	Filled	%
Borrowing			
Total Requests	1036	693	67
RLG	763	505	66
NYSILL	39	11	28
ALA	233	178	76
Lending			
Total Requests	1389	822	59
RLG	332	234	70
NYSILL	704	458	65
ALA	353	120	33

Teachers College (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.3 Usage and Constraints (con't)

2.3.2 Staffing - not applicable -
2.3.3 Materials - not applicable -
2.3.4 Funding and Costs - not applicable -
2.3.5 Training and Communications
- not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

Any system allowing direct access from the borrowing library to the lending library has the potential of "opening the floodgates", allowing requests to be placed with remote libraries that should be filled at the local level. Inappropriate requests could be sent to the remote libraries, causing additional work without being able to fill the request satisfactorily.

The lending library should be able to restrict lending, e.g., the library may choose:

not to lend an item in response to a request;
to restrict the item loaned to use within library;
to require use by the proper student or research level - seniors' reserve or graduate level or equivalent.

The requestor should be able to indicate a priority level of need, e.g., needed immediately, or within 1 month, or within 5 months. In this way there can be an improvement in the delay required to fill priority requests without having to provide all materials at the highest levels of cost and priority .

3.3 Coordination and Allocation of Lending

There should be a computer rule for selecting the library from whom to request an item, e.g.:

Own appropriate library first;
Select closest;
State library.

Teachers College (con't)

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training

Training should be provided to insure that borrowers have a better understanding of:

- proper handling of materials;
- verification processes and the nature of the material being requested;
- how to choose an appropriate lending library for a given request.

4.2 Bibliographic Capabilities

For requests for which there is no library indicated to hold the item, there should be improved subject profiles provided in order to avoid sending requests to libraries that have little likelihood of satisfying the request.

4.3 Types of Materials - not applicable -

4.4 Statistics

The present high cost of record keeping (in relation to the cost of the individual transition) should be avoided, thereby reducing the need for an "ILL bureaucracy". Statistics should be a byproduct of the automated system for handling ILL.

4.5 Institutional Responsibility

To lend materials, the lending libraries must be assured that there is an institution that will be responsible for the materials from the time that it is lent until it is returned. Standard ILL meets this requirement. If material were to be sent direct to a patron, or, if a patron were to be able to borrow directly, there would still need to be the assurance of institutional responsibility for identification of the patron and for the material. Any general system of lending materials direct to remote patrons might lead to a need for a "fraud section", serving all the libraries and tracking down those not returning materials.

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -

5.2 Selecting the Lending Library

See Section 4.1 above.

5.3 Document Delivery

Postal service too slow, especially in New York City.

6. FISCAL POLICY

- not applicable -

SUMMARY OF MEETING WITH REFERRAL/RESOURCE LIBRARY

1. GENERAL

1.1 Library: Union Theological Seminary

1.2 Date: 18 June 1985
03 December 1985 (telephone interview)

1.3 Participants:

1.3.1 Library
Richard D. Spoor, Library Director
Seth Kasten, Head of Reader Services

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Makes its materials available for use by faculty, research staff, students, and support staff of Union Theological Seminary, affiliated institutions and others.

2.1.2 Interlibrary Loan - Borrowing
Uses a variety of sources including OCLC, NYSILL, RLIN, and ATLA. Can use NYSILL telecommunications to request materials from State Library. Also makes use of standard ALA forms and procedures.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Serves as a referral library for NYSILL on the principle that other resources will be exhausted first.
Other:
Participates as lender in RLIN, allowing loan for in-library use only. Also provides loans for requests received on standard ALA forms.

2.1.4 Other
Participates as a member of NYATLA, providing on-site access to its collections.

2.2 Current Bibliographic Access
On RLIN, since 1985, 5,000 titles.

On OCLC, since 1976. Total titles estimated, 40,000. Currently received periodicals are all on-line.

Union Theological Seminary Library (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - Union Theological - 1984/85

	Requested	Filled	%
Borrowing			
Total Requests		97	
RLG		20	
NYSILL		0	
OCLC		65	
Lending			
Total Requests	1318	567	43
RLG	86	38	44
NYSILL	603	337	56
OCLC	241	87	36

Use of OCLC for borrowing has been increasing due to its convenience.

2.3.2 Staffing

ILL has required greater staff effort than it ought to, due to the necessity to relate to many different types of ILL systems. For example, there have been problems with the procedures for billing the NYSILL services.

2.3.3 Materials

The library is concerned that its materials receive careful handling and use in the borrowing library.

2.3.4 Funding and Costs

During the Spring, 1983, the library estimated that the cost of lending a book through NYSILL was $10.05, of which $7.44 was personnel cost representing 59 person-minutes.

2.3.5 Training and Communications

During recent years, the support from the State Library's NYSILL staff has not been as extensive as it had been, perhaps due to budgetary problems and staff shortages. This has led to problems in the field which need not have occurred, and the need to solve the same problems repetitively in the field rather than once in the State Library. E.g., advance consultation and planning with those in the field about the installation of the microcomputers in Spring '85 did not occur. As a consequence, the libraries did not have the ability to plan such things as their space layouts (especially difficult for those with limited space). And when it turned out that the printers did not work properly, those in the field felt they had little support from the State Library in correcting the problem.

Union Theological Seminary Library (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

ILL can serve both an educational purpose and an economic advantage. It can provide access to otherwise unavailable material, thereby supporting education and research. By making remote materials available, it allows the reduction of duplication, by forgoing acquiring and processing material of marginal value to a given library.

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

- not applicable -

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training

Improved training and communication is needed in order to maintain understanding of the ILL system, its rules and procedures. Any changes in rules or procedures should be preceded by consultation with the field. There should be an overview management of the system on a continuing basis, including consultation on problems occurring in the field.

4.2 Bibliographic Capabilities

Improved bibliographic capabilities in the borrowing libraries would be very helpful in reducing the effort and time required to fill requests.

4.3 Types of Materials - not applicable -

4.4 Statistics - not applicable -

4.5 Institutional Responsibility

Whether there should continue to be assignment of referral responsibilities based upon subject areas is a reasonable question to be raised. Certainly there is no need for such assignment in the situation in which a request is for a well identified item with its holding locations shown in an accessible on-line system. At the same time, there are still many requests for which a holding location is unknown or the bibliographic identification itself is not certain. Perhaps some combination of the direct access and the hierarchical referral structure would be the best.

Union Theological Seminary Library (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems

Due to its experience and existing structure, NYSILL should be considered carefully in any general redesign of ILL within the state. There should be a graceful evolution of all of the various ILL systems into a system which is unified from the point of view of the individual library.

The State Library could serve a useful role as the coordinating agency, providing an integrated process with all of the systems, including OCLC, NYSILL and RLIN. Under these conditions, the individual library could make use of common log books and forms for all of its ILL borrowing and lending.

5.2 Selecting the Lending Library

To continue to participate in ILL lending within the state, the library would want the policy continued to exhaust other resources, local and state library, before requesting from Union. Union would also want to continue the policy of lending for in-library use only, and at the graduate level or equivalent.

Expand the number of referral libraries to which requests without known locations might be sent. E.g., for a request concerned with Judaism, there would be a better chance of obtaining it form the Jewish Theological Seminary, which specializes in that area than from Union.

5.3 Document Delivery

Document delivery should be unified. Particularly, the same rapid delivery system should be used for NYSILL deliveries and for SUNY-OCLC (SOLID) deliveries.

6. FISCAL POLICY

Full cost recovery should be provided to lender.

Provision of state support is reasonable, as an extension of classroom teaching. Use of ILL to obtain materials for research continues to serve an educational purpose.

SUMMARY OF MEETING WITH REGIONAL RESOURCE LIBRARY

1. GENERAL

1.1 Library: University of Rochester
1.2 Date: 21 June 1985
1.3 Participants:
1.3.1 Library
- Kathy McGowan, Ref. Lib.
- Kathy Buchanan, ILL Supervisor
- Sally Roche, Asst. Head of Access Serv.
- Arleen Somerville, Head of Sci. & Eng. Lib.
- Judith Kharbas, Asst. Dir. for Tech. Serv.
- Janice Holladay, Asst. Dir. for Pub. Serv.
- Kathy Nesbit, Ref. & ILL, Medical Library
- Lucretia McClure, Dir. of Ed. and Medical Librarian
- Sandra Charchalis, ILL Asst., Medical Library

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:
Circulates materials to faculty, research staff, students, and support staff of University of Rochester.

2.1.2 Interlibrary Loan - Borrowing
Uses a variety of sources including the OCLC, RLIN and RML ILL systems. Can use NYSILL telecommunications to request materials from State Library.

2.1.3 Interlibrary Loan - Lending:
Within the state:
Serves as a regional resource library for NYSILL. Accepts requests from libraries in the region and fills from collections, if available; verifies when necessary and forwards the requests to area libraries or NYSILL if it cannot fill. Does not receive requests from NYSILL.
Other:
Participates as lender in the OCLC, RLIN and RML ILL systems.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access
On RLIN, however, holdings have not yet been loaded.
On OCLC, approximately 500,000 titles and continuing to do retrospective conversion.
On local on-line catalog, GEAC, with same 500,000 titles.

University of Rochester (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

At present, the turnaround time for lending, from request receipt to sending the item, is from 3 days to 2 weeks. The time for borrowing, from sending the request to receiving the item, is from 3 days to 3 weeks.

2.3.1 Activity Levels - not applicable -
2.3.2 Staffing - not applicable -
2.3.3 Materials - not applicable -
2.3.4 Funding and Costs - not applicable -
2.3.5 Training and Communications - not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Objectives of Interlibrary Sharing

not applicable

3.2 Rationale for Equal Access - Borrowers and Materials

not applicable

3.3 Coordination and Allocation of Lending

Point-to-point requesting is faster and in many cases would lead to the same lending library. E.g., when a foreign patent is wanted, it is known from prior experience that if it's available in the state at all, it will be in NYPL and no one else will have it.

There is a significant difference between requests for which the item and its location are both known and those requests where the item or the location are unknown. The hierarchal structure has value when the item needs to be verified or the location is unknown.

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -

4.4 Statistics

Statistics reflecting the performance of the system should include: delay from request submission to receipt of material; % fill; amount of terminal time in processing ILL requests.

4.5 Institutional Responsibility

The ILL mechanism should provide either sufficient reimbursement or load leveling in order to keep from overloading libraries with too many requests that could be handled by other libraries. Regional clearing of requests would avoid concentration on a few libraries. Such regional centers should be set up with all the bibliographic and on-line tools (OCLC, RLIN, etc.) to perform bibliographic verification and identify holding locations.

University of Rochester (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -

5.2 Selecting the Lending Library

A COM publication of all of the serials held in the state would help select the lending library in those situations in which the borrowing library had access neither to OCLC nor to RLIN.

The known subject strengths of library collections might be used as a guide in those situations in which no library can be identified as holding the item desired.

5.3 Document Delivery

A mechanism for handling rush requests is desirable. One statewide delivery system should be selected and funded, so that it can be used for any ILL within the state.

6. FISCAL POLICY

ILL represents the provision of a community good for which the user should pay. However, keep individual billing out of the system.

Fiscal policy should be set up to avoid penalizing the effective library or rewarding the ineffective one. Those libraries whose holdings are accurately reflected in on-line data bases and whose staffs are known to provide good service should be protected so that they can continue to provide good service. This protection should be either by limiting the request volume that they receive or by provide reimbursement that is sufficient to allow building and maintaining a ILL staff capable of handling the work load.

Reimbursement of the lending library should include consideration of the costs of restoration or replacement of material required by use.

State funds should be supplied to support regional clearing centers, whose function would be to perform any needed bibliographic verification and identification of holding locations and to refer the requests with consideration given to regional use and to load leveling.

APPENDIX 2

SUMMARY OF REGIONAL INFORMATION MEETINGS

1. GENERAL 2
1.1 Schedule 2
1.2 Persons From NYSL and Ringgold 2

2. CURRENT STATUS AND TRENDS 2
2.1 ILL in New York State 2
2.2 ILL Networks & Trends In Other States 4
2.3 Technological Trends and Opportunities 4
2.4 Statistical Analysis 4
2.5 Document Delivery 4

3. MAJOR PROBLEMS AND POLICY ISSUES 5
3.1 Role of ILL in Library Services 5
3.2 Objectives of Interlibrary Sharing 5
3.4 Distribution of Lending Volume 8
3.5 Review of ILL System 8

4. ILL NEEDS AND ROLES OF THE LIBRARIES 9
4.1 Training 9
4.2 Library Access 9
4.3 Bibliographic Capabilities 9
4.4 Types of Materials 10
4.5 ILL Record Structure. 10
4.6 System Complexity. 10
4.7 Remote Lending to Patrons 11
4.8 Speed of Delivery 11

5. MAJOR ALTERNATIVES 12
5.1 Unified or Multiple Systems 12
5.2 Selecting the Lending Library 13
5.3 Document Delivery 14

6. FISCAL POLICY 15
6.1 Sources of Support for ILL 16

7. PERFORMANCE AND EVALUATION CRITERIA 17
7.1 General Criteria 17
7.2 Speed of delivery 17
7.3 Cost 17
7.4 Measurement 18

SUMMARY OF REGIONAL INFORMATION MEETINGS

1. GENERAL

1.1 Schedule

Date: June		Region:	Persons from Ringgold		NYSL		
19	M	METRO	JK	RS	RC	JR	
20	L	Long Island	JK			JR	
21	Se	Southeastern New York	JK				CD
21	R	Rochester		RS		JR	
24	W	Western New York	JK			JR	
26	Ce	Central New York		RS	RC		
26	SC	South Central New York	JK			JR	
27	Ca	Capital District	JK		RC		
27	N	North Country	RS			JR	

1.2 Persons,

from NYSL, Division of Library Development:
- RC Roberta G.Cade, Director
- CD Carol Desch
- JR Jane G. Rollins, Associate in Library Services

from Ringgold:
- JK John F. Knapp, Vice President
- RS Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 ILL in New York State

M L SC CA	Net lender libraries who are not in the group of NYSILL Referral Libraries are not reimbursed for their lending services within the State.
M	When it was operating, Intershare provided a limited ability to obtain local, direct access to the METRO region research libraries, without the necessity of referring requests through NYSILL.
M	METRO Clearing Center, while its use was originally conceived as a last resort, has been used often as a second resort, e.g., immediately following search on OCLC, due to its on-line access to multiple systems and the resultant speed of response.
M	No present mechanism to handle the condition under which the borrower wants speed and is willing to pay for the service - one school sends students out for photocopies of articles (recognizing photocopy restrictions).
M	A major alternative to ILL is the METRO "Yellow Card", which allows a patron special access to other libraries in the region in place of borrowing materials through ILL on the patron's behalf.
N	Different data bases, e.g., school systems and academic systems, represent an impediment to the open sharing of resources.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.1 ILL in New York State (con't)

SC Because region has direct access to collections of Cornell Univeristy very little use is made of NYSILL. Highlights importance of using regional resources first.

SC Use of OCLC ILL preferred over NYSILL despite added charges. NYSILL just too slow and too restrictive for public libraries.

N There is an idea that all of the ILL requests will go to the library "haves" from the "have-nots", unless there are constraints in the system. A counter argument is provided by the SUNY-OCLC experience, in which the borrowing is spread quite widely, with the tendency being to use the smaller libraries when they hold the desired items.

N In general, resources that are uniquely available are not in high demand.

R N Better access to government documents is needed; the present system repeatedly routes materials through NYSL even though the requestor knows from past experience there is only one library in the state, if any, that has the holdings. Example: foreign patents.

N The SUNY-OCLC 4 year studies of college collection development indicate diverse, rather than heavily overlaping, holdings.

N For the SUNY-OCLC libraries using SOLID, it is difficult to see how an improvement could be provided since present use of the OCLC ILL module handles 97% of the volume satisfactorily. Fill rate, cost and delivery system are now operating in satisfactory ranges.

N For the individual public libraries who are not using an on-line system, the situation may be different; one library reports that 50% of their requests remain unfilled after 6 months.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.2 ILL Networks and Trends In Other States

N W The Regional Medical Library (RML) program is a national program which has been operating very effectively within New York as well. The requesting library pays the lending library for services provided with coupons which can in turn can be used for ILL borrowing (items or photocopies), or periodically cashed in by the net lenders. The New York State Library has been providing the public libraries and 3Rs with coupons which can be used to pay for the services of the medical libraries participating in the RML program. However, the number of coupons supplied are insufficient for the request volume and it then becomes necessary to request the same materials through NYSILL in order that they will be provided without charge to the requesting library.

M ALANET and ONTYME provide standard procedures for electronic interlibrary loan which should be useful in New York.

2.3 Technological Trends and Opportunities

M Ce N R L SC CA The increasing availability of on-line bibliographic records and holdings increases the proportion of known-item/known-location requests that can be initiated.

Ce The availability of a part of the New York State Library's collection on-line can be expected to shift part of the request volume that relates to the material represented.

2.4 Statistical Analysis

2.5 Document Delivery

M R SC Regional delivery service has been a distinct advantage.

SC W Delivery is the major cause of delay. Mail is just not adequate. Solid service has made a dramatic difference in turn-around time, even at twice a week service.

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Role of ILL in the Provision of Library Services

Ce SC Information is a social commodity of great value; the process of ILL is intended to assist in making that information available regardless of the location or type of library holding it and regardless of the location or type of patron desiring it.

R With few exceptions, the lending portion of ILL is viewed by the library administration as a secondary purpose, in the class with being a responsible professional, rather than being viewed as a primary mission of the library.

W ILL is a means, not an end, to providing service. It is one of many methods of providing patron service.

3.2 Objectives of Interlibrary Sharing

N The objective should be to help maintain an educated populance.

N The objective should be the greatest sharing of resources for the least cost.

W The objective should be to encourage libraries to cooperate and view their collections as a single entity.

Se Some libraries are dropping serial titles to same money and assuming that they can depend on large libraries in the region to provide access to those titles. Need for better regional collection development coordination. Reliance on ILL is not always the best way to deal with budgetary constraints.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES (con't)

3.3 Rationale for Equal Access to ILL

R To participate in ILL, a library should be willing to lend its materials or make them available under reasonable conditions.

Ce Corporations and businesses are major tax payers and should be served through the public libraries and/or the 3 Rs.

L Se There is a category of patron, the scholar unaffiliated with an academic institution, who has difficulty accessing the state's research resources. Too often their qualifications and "serious" intent are questioned.

M SC	To be eligible, the request should be for a research purpose.	M Ce L Se W SC CA	Any type of borrower and any type of request should qualify for ILL; if there is to be any restriction, it should be the decision of the borrowing library.
Ce CA Se	The borrowing library may impose restrictions on the requesting patron, but the ILL system should not place any restrictions.	Se	ILL should serve both the "serious" and "frivilous" requesting patron, but the ILL system should not place any restrictions.
M SC CA	Materials sent should be at the research level.	M L	There is real difficulty with identifying some subject areas as not suitable for research; interdisciplinary studies particularly encounter difficulty in this area.
		N	Children's books, geneology, law are examples of the conflict between the desire to read vs. the research requirement.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES (con't)
3.3 Rationale for Equal Access to ILL (con't)

		M	Requirements on the types of materials borrowed or the purposes for which they are borrowed tend to discourage adult independent learning; library policy should be adjusted to encourage such learning. For example, computer books may be of significant value to in individual who has a learning, but not a research purpose.
		CA Ce L SC	Any type of material, including juvenile, fiction, self-help, and non-print materials should be available through ILL.
		L	Price should not be used as a criteria to exclude materials from ILL.
	Materials should not be requested if they are held in the library's collection (whether or not they are available) or if they are in print (so that they could be purchased).	M Ce	If the material is needed, submit the request even if the material is owned.
M CA	Before requesting an item, there should first have been an interview with a reference librarian to establish the nature of the need and the appropriateness of requesting the material. The librarian may be able to identify a readily available substitute, or the item itself which the patron "assumed you didn't have".		

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES (con't)
3.3 Rationale for Equal Access to ILL (con't)

Ce If some materials are not normally available through ILL, it should be possible to request, with the borrowing library paying the charges for photocopy or lending.

R "Ash can searches", i.e., searches which have low value for the requestor should be avoided, because they will take up capacity in the ILL channels, thereby reducing performance and threatening the libraries' credibility in handling serious requests.

3.4 Distribution of Lending Volume.
M Ce
N Se The selection of the lending library should be moved around in order to avoid overloading individual libraries with requests and to avoid a library becoming a heavy net lender.

N There is a question about whether load leveling is a priori desirable, or whether there is a hierarchical structure that can achieve it; the criteria should be cost, fast access and few problems.

M Ce "Load leveling" should improve response time, since requests would not have to wait in a queue till other requests are processed. Knowledge of a library's current backlog/response time would help in request allocation; or, a library might establish a maximum rate of requests that it would accept.

3.5 Review of ILL System
M Ce Whatever the system installed, plan to review the system on a regular basis and adjust it to meet current needs.

W L Need to review lending library's performance. Currently there is no accountability - no standards to meet, no guaranteed response time. State should set performance standards.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

4. ILL NEEDS AND ROLES OF THE LIBRARIES

4.1 Training

M SC	Regular workshops should be given on a continuing basis in order to assure that users throughout the state can remain aware of the nature of the system and how to best utilize it.

4.2 Library Access

N	The multi-type library approach to ILL should be retained, with requesting made easy between libraries of different types, e.g., school/academic, or public/private libraries. Specific examples: Oswego BOCES and SUNY-Oswego.
N L	Lateral access across regions to other libraries of the same type is needed as well, e.g., to other public libraries or to other special libraries.
L	Another level of access for non-research materials must be provided. Possibly another set of referral libraries.

4.3 Bibliographic Capabilities

M Ce N R	The necessary bibliographic tools and the requisite knowledge of their use is not always available in the borrowing library; a regular mechanism is needed for clarifying these requests at the local level before sending them out into a state or national ILL network. Example: funding in public schools is too limited to provide on-line access on a regular basis.
L Se W	Continuing effort is required to expand and improve access to bibliographic information about holdings. Detailed holdings about serials literature continues to SC be a problem. Need to convert more requests to "known location."
Ce Se	Mechanisms will still be needed in order to handle subject requests.
Ce	Subject requests should be resolved into known item requests within the individual systems - school, public,... - before being entered into the ILL process.
R	The use of OCLC's three letter codes, instead of four letter codes, by a system or processing center means that requests submitted for such material will have to go through at least a two step request process; first, to the center and second, to the library or branch listed in a secondary catalog at the center as holding the material.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

4. ILL NEEDS AND ROLES OF THE LIBRARIES (con't)

4.3 Bibliographic Capabilities (con't.)

R The failure to delete holdings on OCLC when a title is removed will mean that some ILL requests will be directed to the wrong library.

R Increasing the number of libraries whose collections are reflected in on-line data bases will lead to more "load leveling" of requests.

4.4 Types of Materials

N Libraries should be able to restrict items on an individual basis that they choose not to lend through ILL, e.g., reference items, rare books.

Ce Juvenile materials are sometimes needed through ILL.

W ILL system must provide for access to non-print materials.

Ce High demand, high cost materials may be needed in ILL, but fast ILL delivery and short ILL loan periods are needed, if library is to be willing to lend.

4.5 ILL Record Structure.

N Make room in the ILL record to accommodate codes for data for strictly local use. Preserve these codes and the associated data through all uses and transmissions of the record.

4.6 System Complexity.

Ce If there are options in a revised system, the nature of the options and the procedures should be simple and clear. The procedures should be streamlined from the point of view of the staff requirements.

N The libraries will tend to use the easiest methods with the lowest amount of cost and paper work; therefore, the system should be organized to facilitate this approach.

L Se Multiple systems of ILL make procedures overly complex. Too many different codes of practice.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

4. ILL NEEDS AND ROLES OF THE LIBRARIES (con't)

4.7 Remote Lending to Patrons

Ce N If material were to be sent directly to patrons, there would need to be some advance arrangement made for responsibility for the material; either the state, or the patron's library would have to take financial responsibility for the material, or the patron would have to have made a deposit with the lending library. In the case or irreplaceable materials, financial responsibility would not be sufficient.

4.8 Speed of Delivery

L W Current ILL service is just too slow. There must be an
Ca improvement in turn-around time.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

5. MAJOR ALTERNATIVES

5.1 Unified or Multiple Systems

M It won't be possible to replace all current interlibrary sharing arrangements in any short period of time, and such special arrangements are likely to continue to be made in the future; e.g., between contiguous public library systems, medical libraries, and research libraries.

If multiple systems continue to exist it is desirable to provide better coordination:

- ML similar request handling and shipping procedures;
- ML referral to other libraries within the region;
- ML referral to other libraries outside the region;
- M use standard procedures for electronic interlibrary loan such as those available through ALANET and ONTYME.

L W More than one level of service should be provided. Sometimes getting materials quickly is the overriding issue, not cost. An extremely fast service should be available for an added service charge.

L W The state ILL system should not provide multiple levels of service based on a patron's or borrowing library's ability to pay.

M R Need to set up a range of responses and a corresponding range of value added services as standard procedure, e.g., for a borrower who wants faster response and is willing to pay; or for different types of material and schedules on which they are needed.

M Multiple request channels, e.g., NYSILL, OCLC, RLIN, should be available for selection by the requesting library.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

5. MAJOR ALTERNATIVES (con't)

5.2 Selecting the Lending Library

M Ce N R L SC	The system should permit direct point-to-point request handling, for items which are known with respect both to bibliographic identification and holding library. The existence of the item in an on-line data base or recent microform catalog, together with the library's holding code would be sufficient to allow direct point-to-point requests. That is, a library's failure to maintain current holdings information by submitting withdrawal information should not be considered an adequate reason for not using point-to-point.
W	New ILL system design should include ability for non-filled requests to be automatically routed to another library as is now done on the RLIN system.
N M Ce	Mechanism for access to major research libraries that are members of RLG is desirable. Even though the majority of ILL service would not go to those libraries, they are presently being bypassed and the requests are going out of state to other OCLC libraries.
SC	Libraries with on-line circulation system could allow regional dial-up access to the system in order to search and place requests for available items. To the extent this would make the library a net lender, the library should be reimbursed.
M Ce	Access to the various on-line systems (OCLC, RLG, MILCS,...) from a single terminal would be desirable.
M L	Borrowing should be organized as a series of "concentric rings", in terms of delivery time and cost, i.e., not available in own institution, in sister institution, in region, before accessing state ILL system.
Ce	The ILL system should allow the use of personal relationships and communications to direct ILL requests; the request should be allowed to extend immediately beyond the region if the requestor desires.
M L Se	System should not end at state borders; e.g., New York and Pennsylvania had had a successful cooperative arrangement.
L	There should be support for referrals to research collections outside the state, especially now that known locations are available on OCLC and RLG.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

5. MAJOR ALTERNATIVES (con't)

5.3 Document Delivery

M R SC	A consistent statewide service is needed (such as SOLID without a requirement for OCLC membership).
M R	Regional delivery service should be provided.
M Ce	Every library should be included in the fast delivery system; maximum delivery time should be "next day".
Ce	Special packing containers are needed to speed the packing and unpacking process and to reduce the damage to materials. E.g., the metal edges of film containers will damage books, if they are shipped together. Improved reliability in recovering materials undamaged will improve the libraries' willingness to lend their materials. The standard for ILL should be "next day" as the normal maximum delay.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

6. FISCAL POLICY

Ce L W CA The ILL service should remain free to the individual.

Se Libraries must recognize that photocopy charges and circulation reserve charges are forms of user fees.

CA User fees will not help library. Monies collected by libraries have to be returned to general fund and may not be applied to budgetary relief.

M L Establish a method by which borrowing libraries will be encouraged to list their own holdings, so that their collections will be more accessible to other libraries, thereby aiding the objective of load-leveling among the libraries.

Ce L Libraries may not have the resources to buy the automated equipment needed for the revised system.

N Many libraries are not in a position to put their holdings into an on-line data base such as OCLC and then continue to maintain them; a method should be found to provide a lower cost membership in SUNY-OCLC for smaller libraries.

N The lending library should be reimbursed for lost or damaged items.

N Net lenders should be willing to absorb a difference of 20% between lending and borrowing before any charge is levied.

SC N The New York State Library should support lending that takes place through the 3Rs (e.g., to OCLC or RLG libraries), not just that part that is sent on to the State Library through NYSILL.

Ce L SC	Net lenders should be reimbursed.	Ce	Net lenders are already reimbursed, in that they are aided through collection development funding out of other programs of the state.

Financial support should be provided to lending libraries -

M	directly, in proportion to their lending volume.	R	indirectly, by providing support to borrowing libraries and allowing them to determine from whom to borrow.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

6. FISCAL POLICY

L W	More state funding to support ILL is needed. Can not expect ILL to be more heavily used without increased support. If state is to set standards, then state should finance.
W	If state sets performance standards, those standards provide library management with an additional argument for local budgetary support.
R	Borrowing from a library in the region should take place before out of region borrowing in order to avoid sending money outside the region.
M Ce L CA	Without state support of ILL, the access to ILL will be highly unequal, in that many libraries are insufficiently funded and will not be able to budget the costs of borrowing.
CA	State's role in supporting ILL and other library activities is to protect libraries against vagaries of local politics.

6.1 Sources of Support for ILL

M	Extend the principle of the RML coupons as a method of state support.
R	Coupons as physical items should not be used; electronic transfers should be used along with year end reconciliations.
M	A borrower charge is desirable in order to discourage borrowing requests which are of marginal interest.
M	Borrowing libraries, especially public and school libraries, would find it difficult to pay lending library fees.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

7. PERFORMANCE AND EVALUATION CRITERIA

7.1 General Criteria

M Ce L Fill rate
N R Se Distinguish rates between known and unknown locations.
W CA

7.2 Speed of delivery

M Ce L
N R Se
W SC CA

7.3 Cost

M Ce L
N R W

N	Cost of materials being provided vs. alternative methods of providing; e.g., cost should be less than obtaining material from a commercial service.
SC	Cost per unit of patron satisfaction.
N	Delay in getting borrowed item back to lending library.
N	ILLs per person : circulation per person
M W Se	Number of referrals before fill. Reason for non-fill.
L Se R	Patron satisfaction with supplied materials. Did it meet patron's needs.
M	Balance between borrowing and lending
M L	Ratio of known requests to blind requests.
M R SC	Ratio of pickup to non-pickup of ILL items delivered. Reason for non-pickup.

SUMMARY OF REGIONAL INFORMATION MEETINGS (con't)

7. PERFORMANCE AND EVALUATION CRITERIA (con't)

7.4 Measurement

N Establish benchmarks based upon the spectrum of current libraries, from those that have on-line catalogs and circulation systems to those that have no telephones.

Fill rate and delivery time:
- A request is initiated -
  - when the patron initiates it, or
  - when it leaves the requesting institution.
- A request is filled -
  - when the patron picks the item up, or
  - when the item is received in requesting institution.

Measuring the delay time within a library, before a request is sent out should

M R CA	- NOT BE considered in the measurement of the performance of the ILL system.	M R SC	- BE considered in the measurement of the performance of the ILL system.

Measuring the delay time within a library, before a item is picked up should

SC M Ce R CA	- NOT BE considered in the measurement of the performance of the ILL system.	M Ce R Se	- BE considered in the measurement of the performance of the ILL system.

Measuring whether the patron picks up an item delivered to a library, should

M Ce R CA	- NOT BE considered in the measurement of the performance of the ILL system.	M Ce R Se	- BE considered in the measurement of the performance of the ILL system.

APPENDIX 3

TRENDS IN OTHER STATES

TRENDS IN OTHER STATES - California 2
1. GENERAL 2
2. CURRENT STATUS AND TRENDS 2
3. MAJOR PROBLEMS AND POLICY ISSUES 3
4. NEEDS AND ROLES OF LIBRARIES 4
5. MAJOR ALTERNATIVE ILL STRUCTURES 4
6. FISCAL POLICY 4

TRENDS IN OTHER STATES - Colorado 5
1. GENERAL 5
2. CURRENT STATUS AND TRENDS 5
3. MAJOR PROBLEMS AND POLICY ISSUES 7
4. NEEDS AND ROLES OF LIBRARIES 7
5. MAJOR ALTERNATIVE ILL STRUCTURES 7
6. FISCAL POLICY 7

TRENDS IN OTHER STATES - Illinois 8
1. GENERAL 8
2. CURRENT STATUS AND TRENDS 8
3. MAJOR PROBLEMS AND POLICY ISSUES 10
4. NEEDS AND ROLES OF LIBRARIES 11
5. MAJOR ALTERNATIVE ILL STRUCTURES 11
6. FISCAL POLICY 12

TRENDS IN OTHER STATES - Maryland 13
1. GENERAL 13
2. CURRENT STATUS AND TRENDS 13
3. MAJOR PROBLEMS AND POLICY ISSUES 16
4. NEEDS AND ROLES OF LIBRARIES 16
5. MAJOR ALTERNATIVE ILL STRUCTURES 17
6. FISCAL POLICY 17

TRENDS IN OTHER STATES - Washington 18
1. GENERAL 18
2. CURRENT STATUS AND TRENDS 18
3. MAJOR PROBLEMS AND POLICY ISSUES 20
4. NEEDS AND ROLES OF LIBRARIES 20
5. MAJOR ALTERNATIVE ILL STRUCTURES 20
6. FISCAL POLICY 21

TRENDS IN OTHER STATES - California

SUMMARY OF INTERVIEW

1. GENERAL

1.1 Organization: Cooperative Library for Systems and Services
1.2 Date: 29 October 1985
1.3 Participants:
1.3.1 CLASS
Ron Miller, Executive Director

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Organization Role:

2.1.1 Primary Clientele:
CLASS is a membership-based public agency founded in 1976, which is dedicated to promoting library cooperation, automation, and resource sharing among all types of libraries and information centers. One of its primary objectives is to provide cost savings on a wide range of products and services. Special libraries constitute over 50% of its membership.

2.1.2 Interlibrary Loan - Borrowing
CLASS has made Tymshare's OnTyme Electronic Communication Network available to the library community since 1980. Over 800 libraries make use of this service worldwide. This network can be used for ILL or for any of the normal range of electronic mail uses.

2.1.3 Interlibrary Loan - Lending:
- not applicable -

2.1.4 Other
- not applicable -

TRENDS IN OTHER STATES - California (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.2 Current Bibliographic Access

Under a program organized by the California State Library, libraries have been providing copies of their cataloging in standard MARC2 format. CLASS is the agency that receives the records from the various sources (currently Autographics, Brodart, OCLC, RLIN) and produces:

CATALIST, location list of books in 179 California libraries, with 1.6 million titles and 6.9 million locations, representing library acquisitions from 1964-1983 and some retrospective holdings and special collections. This publication is provided to libraries in microform on a cost recovery basis and it is loaded as an online data base on BRS.

CLASS also provides:

CULP, the California Union List of Periodicals and

CALLS, the California Academic Libraries List of Serials, produced by the University of California Division of Library Automation, representing the major index to the serials collections for libraries of the University of California, The California State University, Stanford University and the University of Southern California. The microfiche publication contains 529,000 titles and 872,000 holdings records.

2.3 Usage and Constraints

2.3.1 Activity Levels - not applicable -

2.3.2 Staffing - not applicable -

2.3.3 Materials - not applicable -

2.3.4 Funding and Costs

Using both state and federal funds, the California State Library has had a program for providing partial reimbursement to libraries that provide copies of their cataloging in standard MARC2 format, using records supplied from a source that is approved by the State Library.

The COM publications are published and sold on a cost recovery basis.

2.3.5 Training and Communications

- not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Roles and Objectives of Interlibrary Sharing

- not applicable -

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

- not applicable -

TRENDS IN OTHER STATES - California (con't)

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training	- not applicable -
4.2 Bibliographic Capabilities	- not applicable -
4.3 Types of Materials	- not applicable -
4.4 Statistics	- not applicable -

4.5 Institutional Responsibility
- not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems
- not applicable -

5.2 Selecting the Lending Library
- not applicable -

5.3 Document Delivery

DDC, the ad hoc Document Delivery Committee, established by the CLASS Advisory Council to address document delivery issues, carried out a survey in 1983, designed to determine:

a. whether the California library community agreed there was a document delivery problem;
b. who would use and improved document delivery service;
c. who would be willing to pay for the service; and,
d. the cause of the delays in ILL, i.e., whether they originated with the carriers or within the libraries.

Barely a majority agreed delivery took too long. Yet, 3/4 of the respondents indicated interest in using a service that would guarantee 24-hour delivery and 2/3 indicated a willingness to pay for a system which would decrease transportation time.

A second survey was carried out to determine how much the librarians considered a "reasonable" amount to pay for faster delivery, who should pay and how often they would use and pay for the service.

80% felt that the borrower should pay the costs of faster delivery. If the service cost was greater than $5, only 8% of the libraries would use the service more than 100 times per year. Thus, the service was viewed as a special one, rather than one to be used for standard operations.

The DDC said that CLASS would be addressing a "non-problem" if it were to sponsor a more rapid transport service.

Source: Document Delivery Committee, Final Report, by Catherine Shepard-Haier, Library Studies and Research Division, Office of the President, University of California, April 12, 1985.

6. FISCAL POLICY
- not applicable -

TRENDS IN OTHER STATES - Colorado

SUMMARY OF INTERVIEWS

1. GENERAL
1.1 Library: Irving Library Network
1.2 Date: 22 October 1985
1.3 Participants:
1.3.1 Company
Jim Heyser, Irving Network Representative
Minicomputer Systems, Incorporated
303-443-3347

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS
2.1 Library Role:
2.1.1 Primary Clientele:

2.1.2 Interlibrary Loan - Borrowing

2.1.3 Interlibrary Loan - Lending:
Within the state:
The Irving Library Network, a consortium of Denver metropolitan area libraries, has been carrying out a project to demonstrate the feasibility of linking dissimilar systems and providing common access to their online catalogs and circulation control systems. These systems are supplied by different vendors and have different structures that must be accommodated.

The development of the network system has been performed by Minicomputer Systems, Inc. (MSI). In developing the network, MSI has made use of the X.25 standard for packet switching and the Open System Interconnection protocol being used by the Linked Systems Project (Library of Congress, OCLC, RLIN and WLN).

The network is composed of small computers (MSI calls them nodal processors), plus telecommunications and software. The nodal processor is connected between a library's terminals and the host processor on which its applications, catalog, circulation control, etc., are operating. The software in the nodal processor works as a message analyzer and router. This software is capable of handling both the common network language and the language, commands and displays, of the host processor applications.

2. CURRENT STATUS AND TRENDS (con't)
2.1 Library Role: (con't)

2.1.3 Interlibrary Loan - Lending: (con't)

The patron carries on a search of the local system as if the nodal processor were not connected in between the patron's terminal and the host processor. But if the patron wishes to search a different computer system, he/she is able to convey this information to the nodal processor. In turn, the nodal processor establishes connection with the specific system the patron designates and carries out the search indicated. If the patron chooses, the same search can be performed on another system, by designating the next system, but without having to rekey the search specification.

In 1985, the demonstration system was in operation for the systems of the two public libraries, Aurora and Jefferson County. These systems, the CLSI and the Pueblo Library System, operate on very different hardware (Digital Equipment and Sperry/UNIVAC), and use different communication protocols (asynchronous and polled synchronous). A second phase of the project is scheduled for 1986, in which two additional library systems, at Denver and Boulder, will be incorporated into the system.

In a later phase, the planning calls for ILL transactions to be incorporated. It is expected that after the patron establishes that the desired item is identified, it will be possible to enter an ILL request for the item into the system automatically.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access
The collections searched reside on the distributed, local, host computers.

2.3 Usage and Constraints
2.3.1 Activity Levels - not applicable -
2.3.2 Staffing - not applicable -
2.3.3 Materials - not applicable -
2.3.4 Funding and Costs
The Colorado State Library, under the State Board of Education, has provided LSCA grants for the development of the Irving Library Network.

2.3.5 Training and Communications
- not applicable -

TRENDS IN OTHER STATES - Colorado (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES
3.1 Roles and Objectives of Interlibrary Sharing
- not applicable -
3.2 Rationale For Equal Access - Borrowers and Materials
- not applicable -
3.3 Coordination and Allocation of Lending
- not applicable -

4. NEEDS AND ROLES OF LIBRARIES
4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -
4.4 Statistics - not applicable -
4.5 Institutional Responsibility - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES
5.1 Unified or Multiple Systems - not applicable -
5.2 Selecting the Lending Library- not applicable -
5.3 Document Delivery - not applicable -

6. FISCAL POLICY
- not applicable -

TRENDS IN OTHER STATES - Illinois

SUMMARY OF INTERVIEW

1. GENERAL
1.1 Library: Illinois State Library
1.2 Date: 21-22 November 1985
1.3 Participants:
1.3.1 Library
Preston Levi, Sr. Coordinator, Interlibrary Cooperation
217-785-0318

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS
2.1 Library Role:
2.1.1 Primary Clientele:

The role of ILLINET is to provide a mechanism for effective sharing of library resources among all types of Illinois libraries. The state is divided into 18 regional library systems, 8 of which are multi-type systems. These regions are interconnected and also connected to the academic system, LCS, which is operated by the state Board of Higher Education. ILLINET provides ILL service to 2290 libraries, of which 40% are school libraries. Included are 164 academic libraries and 520 special libraries.

2.1.2 Interlibrary Loan - Borrowing - not applicable -
2.1.3 Interlibrary Loan - Lending:
Within the state:

Each of the regional library systems provides ILL services between the libraries within its region, and it serves as the connection point for inter-regional lending. Each regional library has a computer system (16 of the 18 are operational) which contains the holdings and gives their circulation status (in circulation, on shelf, missing...) of the libraries within its region. These computer systems were supplied by multiple vendors, including CLSI, DataPhase, DRA, and GEAC.

Each regional library has a terminal connected to the University of Illinois LCS and it has the ability to access the computer systems of the other regional libraries. In some cases, there is more extensive connection capability. At this time, there is interconnection among the CLSI systems so that the libraries (including the state library) can directly access the holdings of other CLSI libraries. In addition, there is an interface operating between the CLSI and the DataPhase systems, to allow the same level of direct access. Direct interfacing of the other systems is planned.

TRENDS IN OTHER STATES - Illinois (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.1.3 Interlibrary Loan - Lending: (con't)

An inter-region van delivery has been set up which gives daily delivery to 45 outlets - the 18 regional systems, and 27 academic libraries. Each of the regions and the University of Illinois operate a delivery service. In all, there are 750 libraries with daily delivery and all ILLINET libraries receive at least one delivery per week, about 1420 of them by direct drop and the remaining 120 by indirect drop at a pickup point. Delivery of most of the ILL items, even on an inter-region basis, can be accomplished within 36 hours.

ILLINET now offers facsimile transmission of urgently needed materials, e.g., medical articles, under the terms of its grant. In addition, the participating libraries are using the equipment at their own expense, to send normal materials in order to reduce the delivery delay. The telefacsimile program has had a positive effect on patron satisfaction and has been very popular with patrons, to the point that some have expressed a willingness to pay $0.50 per page for the service.

The telefacsimile equipment, Omnifax 99 and 35s, has been obtained under competitive procurements for the grant and installed in 57 libraries. In addition, some libraries have obtained their own equipment outside the grant program; as of November 1985, 66 libraries are using telefacsimile within ILLINET.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access

On regional on-line systems together with the LCS, about 50% of the holdings of the state are represented.

2.3 Usage and Constraints
2.3.1 Activity Levels

ILLINET has been handling on the order of 1.50 million ILL loans per year. Of these, 72% are handled within the individual systems; the remainder, by intersystem lending. Approximately half of the intersystem lending is provided by the academic libraries. This ILL traffic has been growing at the rate of 5 - 7% per year. By contrast, the portion of the ILL system which utilizes façsimile transmission has been experiencing growth in utilization of 17% per year, indicating that the faster service is increasing the utility of, and thus the demand for, ILL service.

TRENDS IN OTHER STATES - Illinois (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.3 Usage and Constraints (con't)

2.3.2 Staffing - not applicable -
2.3.3 Materials - not applicable -
2.3.4 Funding and Costs

In general, reciprocal (i.e., on site borrowing by the patron) borrowing and lending costs are supported by the respective borrowing and lending libraries. However, the costs of the regional systems and of the inter-regional delivery are supported by the state. The telefacsimile equipment and the communications costs are supported by the state.

The cost of the delivery system for FY 1984 was $0.97 per item shipped (i.e., a book loaned and returned through ILL counts as 2 shipments).

2.3.5 Training and Communications
- not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES
3.1 Roles and Objectives of Interlibrary Sharing

The major objective of ILL is to improve the access to library materials, regardless of where the patron and the materials are located. There are libraries in the state for which as much as 25% of the total circulation is based upon ILL.

3.2 Rationale For Equal Access - Borrowers and Materials

The system does not restrict borrowing; all types of borrowers and all types of materials are being handled within the ILL system.

3.3 Coordination and Allocation of Lending
- not applicable -

TRENDS IN OTHER STATES - Illinois (con't)

4. NEEDS AND ROLES OF LIBRARIES
4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -
4.4 Statistics

Statistics are taken on a monthly basis for the system at the state level and the regions submit statistics for the regional level lending. In addition, random sampling is carried out to support special analyses.

During the last four years, fill rate for:
author-title requests has been 88% - 91%;
Information " " " 98% - 99.1%

Of the lending that is
intra-region, 78% is provided within three days.
inter-region, 66% is provided within 1 week.

During July - September, 1985,
of 152,000 ILL items supplied,

Information Requests (12,000)	30,000 items
Author-Title Requests	121,000 items

fill rate for:

author-title requests	89.1%;
Information "	98.1%

These times are taken from the time the request is originated until the time the desired item is delivered to the requesting library.

In all, over 5 million items per year (both reciprocal borrowing and ILL) are moved between Illinois libraries. 53% of this traffic is photocopy; the remainder must be returned to the lending library.

5. MAJOR ALTERNATIVE ILL STRUCTURES
5.1 Unified or Multiple Systems - not applicable -
5.2 Selecting the Lending Library

In general, the selection of the request routing for inter-regional lending is made by the regional library. However, the academic and special libraries have "by-pass privileges". That is, the requesting library may select the lending library and transmit the request directly to it. Indeed, the LCS system is organized so that the individual patron working on an LCS terminal can initiate an ILL transaction which will result in having an item from a remote library being sent to the patron.

TRENDS IN OTHER STATES - Illinois (con't)

5. MAJOR ALTERNATIVE ILL STRUCTURES (con't)

5.3 Document Delivery

The delivery systems are operated directly by the state and by the regions; they are not operated under contract.

6. FISCAL POLICY

At present, the major part of ILL activity takes place without reimbursement to the lender. The principal exception is four libraries providing special research and reference services. These libraries are reimbursed $4.25 per item for requests filled; reference queries are reimbursed for a maximum of 5 items per query.

The policy of the state has been that all libraries benefit from ILL services and it is in the best interest of all for each library to consider ILL lending as part of its basic group of services. Although some libraries have questioned this policy, e.g., the more self-sufficient public libraries, there appears general acceptance and so the policy is expected to continue.

TRENDS IN OTHER STATES - Maryland

SUMMARY OF INTERVIEW

1. GENERAL

1.1 Library:	Maryland State Department of Education Division of Library Development and Service
1.2 Date:	20 November 1985

1.3 Persons:

1.3.1 Division of Library Development and Service
Diana Cunningham, Coordinator
301-659-2113

1.3.2 Enoch Pratt Free Library
Eleanor Jo Rodger, Chief of State Network Services
301-396-5430

1.3.3 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.1.1 Primary Clientele:

The role of the services covered (MILO and MILNET) is to provide mechanisms for sharing of library resources among all types of Maryland libraries.

2.1.2 Interlibrary Loan - Borrowing - not applicable -

2.1.3 Interlibrary Loan - Lending:

Within the state:

Maryland libraries are divided into four regions, Eastern Shore, Metropolitan, Southern, and Western Maryland. Within each region, a regional library provides ILL services for its region (except Metropolitan, where service is provided by Enoch Pratt). Each of the regions operates and interlibrary delivery service for handling ILL requests and loans. Also, Baltimore County and Montgomery County library systems operate delivery services for their own libraries. These services provide daily pickup and delivery for all libraries with the exception of some libraries in Western Maryland.

Inter-region ILL service is provided through MILO, which is operated by Enoch Pratt, under contract to the state's Division of Library Development and Service. Requests that cannot be handled within the region are referred to Enoch Pratt for fill or referral to other libraries. A teletype system has been used within MILO to handle ILL requests.

TRENDS IN OTHER STATES - Maryland (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.1 Library Role: (con't)
2.1.3 Interlibrary Loan - Lending: (con't)

Until Spring, 1985, MILO operated in a hierarchical structure with all requests from the regions going to Pratt for fill or referral. On 18 March 1985, MILNET (not an acronym) went operational and supplements the continuing MILO service. MILNET is an on-line ILL system which is directly accessible by 13 of the major libraries in Maryland. MILNET is implemented under a five year contract, with annual renewals, with Baltimore County Library, who in turn, is contracting with Autographics, Inc., for the operation of MILNET on their AGILE 2 system.

MILNET is an on-line data base and ILL system comprised of MARC 2 bibliographic records and holdings information for libraries in the state, together with the necessary bibliographic search capabilities to identify the desired item, determine the locations holding it and send an ILL request for it. The MILNET participants may select the sequence in which the other MILNET libraries are directly queried for ILL requests, with the exception that Pratt is automatically queried first if a holding is shown for it.

2.2 Current Bibliographic Access

On MILNET, bibliographic records and holdings are represented for titles whose publication dates are 1968 to present. To contain costs, not all of the state's library holdings are represented on MILNET. In November, 1985, there were approximately 844,000 titles on the system (100,000 increase over 8 months). These records represent approximately 1/2 the holdings of the libraries in the state and sampling indicates that they cover approximately 3/4 of the total ILL activity.

On microfiche, there is a union catalog which is published in two parts and represents all of the states library holdings which are in MARC 2 format. It was most recently published in June, 1985:

MICROCAT9, publication date, 1968 to present, contains 744,000 titles, estimated 1.3 million locations;

OLDCAT, publication date, pre-1968, contains 760,000 titles, estimated 1.4 million locations.

Subsequent editions of MICROCAT9 will be published at intervals that will depend upon funds available; further editions of OLDCAT are not expected.

TRENDS IN OTHER STATES - Maryland (con't)

2. CURRENT STATUS AND TRENDS (con't)

2.3 Usage and Constraints

2.3.1 Activity Levels - not applicable -

2.3.2 Staffing - not applicable -

2.3.3 Materials - not applicable -

2.3.4 Funding and Costs

The major support for the development of MILNET, approximately $250,000, has been provided by the state's Division of Library Development and Service, using LSCA Title III funding. MILNET participants pay for their telecommunications costs and for the maintenance of the terminal equipment located in their libraries.

2.3.5 Training and Communications

- not applicable -

TRENDS IN OTHER STATES - Maryland (con't)

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Roles and Objectives of Interlibrary Sharing

The major objective of ILL is to improve the access to library materials, regardless of where the patron and the materials are located. MILNET appears to be having a positive effect in reinforcing this objective by changing the perception within the library that ILL lending is a an important public service that should receive attention and priority comparable to the library's other public services.

3.2 Rationale For Equal Access - Borrowers and Materials

- not applicable -

3.3 Coordination and Allocation of Lending

By policy of the state, the MILNET system software is structured to send first to Pratt any ILL request for which Pratt is shown as one of the holding libraries. This policy decision was made because Pratt receives some $1.3 million per year so that it may serve as the ILL resource for the state.

Subject to the restriction above, the MILNET participant may select any sequence of 5 MILNET libraries shown as holding the item, to receive the ILL request. If a request is still unfilled at the end of its processing string, the request is then automatically routed to Pratt for fill or referral to libraries outside MILNET.

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -

4.4 Statistics

While statistics for the delay from request to receipt are not available, Pratt processes (fills, refers or returns) 79% of requests received within 3 weeks.

4.5 Institutional Responsibility

Participation in MILNET requires the approval of the Division of Library Development and Service. Selection of the original participants was based upon their providing the heaviest support to ILL within the state. Thirteen libraries were selected, including 6 public, 3 regional, and 4 academic libraries.

To take part in MILNET, the libraries committed to provide the administrative support needed to give rapid ILL service. One of the guidelines established was that as a first priority, all participants would check the system daily for incoming requests.

TRENDS IN OTHER STATES - Maryland (con't)

4. NEEDS AND ROLES OF LIBRARIES (con't)
4.5 Institutional Responsibility (con't)

Although there is pressure for expansion of MILNET, the policy basis for expansion has not yet been established; it is planned to address this as part of the state's development of a long range plan for library technology.

5. MAJOR ALTERNATIVE ILL STRUCTURES
5.1 Unified or Multiple Systems

At present, there are multiple ILL systems operating in Maryland, including MILO (and MILNET as a subset), OCLC, RLIN, and RML.

5.2 Selecting the Lending Library

Within MILO, and with the exception of the MILNET participants, all selection of a lending library within a region is performed by the regional library; all inter-region selection is performed by Pratt.

5.3 Document Delivery

The van services of the regions and the county libraries are organized to meet so that inter-region transfers can be made. Deliveries between the libraries within the same library system are the responsibility of that system.

6. FISCAL POLICY

In general, ILL services are provided without reimbursement which is specifically related to the service. However, certain libraries receive reimbursement for lending that is performed through referral from the MILO office and Pratt. E.g., Johns Hopkins University, University of Maryland, College Park, and University of Maryland, Health Sciences have received reimbursement. The costs of this group of ILL lending have been monitored during the last three years and a standard reimbursement formula is being established, i.e., $2.00 per request processed and $4.00 per request filled will be reimbursed to the lender from state funds.

Most of the initial costs of MILNET were paid by the state from LSCA Title III funds. To this point, the libraries participating in MILNET are supporting only the communications costs and the costs of maintaining their own terminal equipment. The fiscal policy with respect to future participation is not yet established.

TRENDS IN OTHER STATES - Washington

SUMMARY OF INTERVIEW

1. GENERAL
1.1 Library: Washington State Library
1.2 Date: November 1985
1.3 Participants:
1.3.1 Library
Karen Goettling, Manager, Materials Delivery Project
AJ-11, Washington State Library
206-753-3616

1.3.2 Ringgold
Dr. Ralph M. Shoffner, President

2. CURRENT STATUS AND TRENDS
2.1 Library Role:
2.1.1 Primary Clientele: - not applicable -
2.1.2 Interlibrary Loan - Borrowing - not applicable -
2.1.3 Interlibrary Loan - Lending:
Within the state:

On March 18, 1985, the Washington State Library began the first component of a two-part Washington Materials Delivery Project. The impetus for the Materials Delivery Project was the awareness that bibliographic access alone does not address the problem of materials delivery as the other component of resource sharing. A recent national survey reported that turnaround time from request for materials and actual delivery took an average of 14 days and that only 50% of the materials were still desired by the patron or thought to be useful after the elapsed time.

In the first component, to run until March, 1987, a contract courier (Purolator) is providing daily delivery to 21 pickup and drop sites. This service serves to interlink existing courier routes. As of November, 1985 65 libraries were served by this linkage. The target for delivery time, i.e., the delay from the time the item is sent by the lending library until it is received by the borrowing library, is a maximum of 48 hours, with most delivery taking place within 24 hours.

The second component, a demonstration telefacsimile network, began operation in June, 1985, and will operate until June 1987. In November, 1985, 11 libraries have telefacsimile equipment installed; 12 libraries are scheduled for installation in December, 1985; 8 more libraries, for June, 1986. The telefacsimile equipment is being used both for the transmission of ILL requests and for transmission of copies of requested journal articles. The telefacsimile equipment, Pitney Bowes Model 8900 Group 3, is being leased for $134 per month, including maintenance.

TRENDS IN OTHER STATES - Washington (con't)

2. CURRENT STATUS AND TRENDS (con't)
2.1 Library Role: (con't)
2.1.3 Interlibrary Loan - Lending: (con't)

The Model 8900 contains an autodialer with a 99 number memory, and an input document tray capable of holding up to 30 pages. Control cards are included in order to control the number dialed, the time of day at which to dial, and the resolution to be used. The communications is carried out over the regular voice grade phone lines of the switched dial network.

Transmission time is dependent upon the resolution used; standard transmission of text averages 1 minute per page.

The planning calls for the use of interactive satellite transmission to provide video as well as audio and data transmission. However, to this time, the communications have used either the State of Washington's telecommunications system, SCAN, or the normal telephone switched dial network.

2.1.4 Other - not applicable -

2.2 Current Bibliographic Access
On WLN, a major part of the collections of the state are available online through this system.

2.3 Usage and Constraints
2.3.1 Activity Levels
Activity levels are being monitored in the project, but no data are yet available. The method of monitoring is to survey all participants during a three-day sample period (e.g., November 4-6, 1985) each quarter, to establish turnaround times and staff time requirements.

2.3.2 Staffing
Staffing levels are being monitored in the project, but no data are yet available. See 2.3.1.

2.3.3 Materials
All materials are handled by the courier. The Telefacsimile equipment is set up to handle ILL requests for periodical information.

TRENDS IN OTHER STATES - Washington (con't)

2. CURRENT STATUS AND TRENDS

2.1 Library Role:

2.3.4 Funding and Costs

Most of the costs of the Materials Delivery Project are being covered by Washington State Library. The costs covered include the courier contract, telefacsimile equipment, and telecommunications costs. In addition, each of the telefacsimile sites is receiving $5,000 to help defray its internal (staff, supplies) costs.

During the first 4 months of telefacsimile operation, the average line charges for libraries:

	per minute	per call
On the State SCAN	$0.15	$0.48
Not on " "	$0.47	$0.48
Including proportion of standard monthly charge:		
Not on " "	$0.85	$0.88

SCAN rates within Washington are $0.15 per minute during working hours and $0.10 per minute after 5:00 pm. Out of state SCAN rates are 25% less than commercial rates.

During the initial portion of the project, the average actual cost for operating the telefacsimile unit (including machine rental, supplies, maintenance and phone line charges and salaries) was $0.95 per page. The lowest rate experienced was $0.28 per page by Washington State Library (letter dated 9 January 1986).

2.3.5 Training and Communications

- not applicable -

3. MAJOR PROBLEMS AND POLICY ISSUES

3.1 Roles and Objectives of Interlibrary Sharing
- not applicable -
3.2 Rationale For Equal Access - Borrowers and Materials
- not applicable -
3.3 Coordination and Allocation of Lending
- not applicable -

4. NEEDS AND ROLES OF LIBRARIES

4.1 Training - not applicable -
4.2 Bibliographic Capabilities - not applicable -
4.3 Types of Materials - not applicable -
4.4 Statistics
See Section 2.3.1.
4.5 Institutional Responsibility - not applicable -

5. MAJOR ALTERNATIVE ILL STRUCTURES

5.1 Unified or Multiple Systems - not applicable -
5.2 Selecting the Lending Library - not applicable -
5.3 Document Delivery
See above.

TRENDS IN OTHER STATES - Washington (con't)

6. FISCAL POLICY
The State Library is paying most of the costs of the Washington Materials Delivery Project (see Section 2.3.4).

There is no reimbursement of the ILL lender.

APPENDIX 4

STATISTICAL DATA

1. NYSILL COST AND PERFORMANCE

1.1 NYSILL Costs - State Library (85/86) 2

1.2 NYSILL Fill Rates and Costs

1.2.1 1983/84 3
1.2.2 1984/85 5

1.3 NYSILL Fill Times

1.3.1 All NYSILL - June, 1985 7
1.3.2 State Library - June, 1985 8
1.3.3 All NYSILL - July, 1985 9
1.3.4 State Library - July, 1985 10

2. ILL TURNAROUND TIME ANALYSES

2.1 SUNY-OCLC ILL (1984/85) 11
2.1.1 All Materials, by Delivery Type 11
2.1.2 Delivery Type - Loan/Photocopy 12
2.1.3 Loan/Photocopy - Delivery Type 13
2.1.4 Sample Sizes & Std. Deviations 14
2.2 MID-HUDSON LIBRARY SYSTEM (1984) 16

3. ILL COST ANALYSES

3.1 RML ILL COST STUDY (1984) 17
3.2 ALBANY MEDICAL CENTER (1984) 17
3.3 PIONEER LIBRARY SYSTEM (1984/85) 17
3.4 NEW YORK UNIVERSITY (1984/85) 18
3.5 UNION THEOLOGICAL SEMINARY (1983) 18

STATISTICAL DATA

1. NYSILL COST AND PERFORMANCE

1.1 NYSILL Costs in the State Library

BUDGET - 1985/86
(Source: Vanderveer Judd, New York State Library)

Category	
Personnel	$249,244
Communications	10,257
Delivery	
SOLID	10,800
Supplies	2,500
Other	1,500
Subtotal	$274,301

ESTIMATED NON-BUDGET EXPENDITURES - 1985/86
(Expenses absorbed by other departments of state government)

Personnel	
Fringe Benefits	$ 74,770
Communications	
Outbound Polling	30,000
Delivery	
USPS, UPS...	10,000
Subtotal	$114,770

OTHER SUPPORT NOT ESTIMATED
Acquisitions at State Library to support ILL
Central Computer System and Support Staff

TOTAL ESTIMATED	$389,071

ESTIMATION OF UNIT COSTS

In recent years, the overall budget for NYSILL activities has not changed significantly. Therefore, although it may overstate the costs to some extent, we will use the estimated costs for 1985/86 to estimate the unit costs for 1983/84.

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)

1.2 NYSILL Fill Rates and Costs

1.2.1 1983/84

LIBRARY	Requests.... Rec'd	Filled	FILL RATE %
New York State Library	109491	41333	38

LIBRARY	Participation Grant	Search Fee	Fill Fee	Requests Rec'd	Requests Filled	FILL RATE %
	NYSILL REFERRAL					
Am Mus	6000	2.50	3.50	1259	825	66
Columbia	17500	2.50	3.50	5153	2193	43
Cornell	17500	2.50	3.50	13211	9514	72
Eng Soc	6000	2.50	3.50	5153	4199	81
NYPL	17500	2.50	3.50	6517	3422	53
NYU	6000	2.50	3.50	2383	1174	49
Teachers C	6000	2.50	3.50	1182	568	48
Union Theo	6000	2.50	3.50	954	443	46
SubTotal	82500			35812	22338	62
SubTotal, NYSL & NYSILL Ref.				109491	63671	58
	AREA REFERRAL					
Brooklyn P	2000	1.00	3.50	75	33	44
Buf & Erie Area Ref	2000	1.00	3.50	2860	1336	47
Monroe Cnty	2000	1.00	3.50	486	227	47
SubTotal	6000			3421	1596	47
	REGIONAL REFERRAL					
SUNY Buf	4000	1.00	3.00	3095	2145	69
U of Roch	4000	1.00	3.00	7990	3071	38
Buf & Erie Region Ref	4000	1.00	3.50	4729	2669	56
SubTotal	12000			15814	7885	50
SubTotal, excl. NYSL	100500			55047	31819	58
GRAND TOTAL	100500			128726	73152	57

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)
1.2 NYSILL Fill Rates and Costs (con't)

1.2.1 1983/84 (con't)

LIBRARY	Participation Grant	Search Fee	Fill Fee	Requests Rec'd	Requests Filled	Total Fees	AVERAGE COST excl Part	AVERAGE COST incl Part
NEW YORK STATE LIBRARY				109491	41333	389071	*1	9.41

LIBRARY	Partiicipation Grant	Search Fee	Fill Fee	Requests Rec'd	Requests Filled	Total Fees	AVERAGE COST excl Part	AVERAGE COST incl Part
NYSILL REFERRAL								
Am Mus	6000	2.50	3.50	1259	825	12035	7.32	14.59
Columbia	17500	2.50	3.50	5153	2193	38058	9.37	17.35
Cornell	17500	2.50	3.50	13211	9514	83827	6.97	8.81
Eng Soc	6000	2.50	3.50	5153	4199	33579	6.57	8.00
NYPL	17500	2.50	3.50	6517	3422	45770	8.26	13.38
NYU	6000	2.50	3.50	2383	1174	16067	8.57	13.69
Teachers C	6000	2.50	3.50	1182	568	10943	8.70	19.27
Union Theo	6000	2.50	3.50	954	443	9936	8.88	22.43
SubTotal	82500			35812	22338	250213	7.51	11.20
SubTotal, NYSL & NYSILL Ref.				109491	63671	639284	8.74	10.04
AREA REFERRAL								
Brooklyn P	2000	1.00	3.50	75	33	2191	5.77	66.38
Buf & Erie Area Ref	2000	1.00	3.50	2860	1336	9536	5.64	7.14
Monroe Cnty	2000	1.00	3.50	486	227	3281	5.64	14.45
SubTotal	6000			3421	1596	15007	5.64	9.40
REGIONAL REFERRAL								
SUNY Buf	4000	1.00	3.00	3095	2145	13530	4.44	6.31
U of Roch	4000	1.00	3.00	7990	3071	21203	5.60	6.90
Buf & Erie Region Ref	4000	1.00	3.50	4729	2669	18071	5.27	6.77
SubTotal	12000			15814	7885	52804	5.17	6.70
SubTotal, excl. NYSL	100500			55047	31819	318024	6.84	9.99
GRAND TOTAL	100500			128726	73152	707095	8.29	9.67

*1 Total cost projected for FY 85/86. Costs have been stable for the last 3 years.

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)
1.2 NYSILL Fill Rates and Costs (con't)

1.2.2 1984/85

LIBRARY	Requests.... Rec'd	Filled	FILL RATE %
New York State Library	91297	34871	38

LIBRARY	Participation Grant	Search Fee	Fill Fee	Requests Rec'd	Requests Filled	FILL RATE %
	NYSILL REFERRAL					
Am Mus	6000	2.50	3.50	908	640	70
Columbia	17500	2.50	3.50	3622	1590	44
Cornell	17500	2.50	3.50	11757	8721	74
Eng Soc	6000	2.50	3.50	3875	2876	74
NYPL	17500	2.50	3.50	5848	3326	57
NYU	6000	2.50	3.50	2287	1041	46
Teachers C	6000	2.50	3.50	798	468	59
Union Theo	6000	2.50	3.50	715	386	54
SubTotal	82500			29810	19048	64
SubTotal, NYSL & NYSILL Referral				91297	53919	59
	AREA REFERRAL					
Brooklyn P	0	1.00	3.50	0	0	-
Buf & Erie Area Ref	6000	1.00	3.50	6116	3626	59
Monroe Cnty	0	1.00	3.50	0	0	-
SubTotal	6000			6116	3626	59
	REGIONAL REFERRAL					
SUNY Buf	4000	1.00	3.00	2927	1836	63
U of Roch	4000	1.00	3.00	6489	2995	46
Buf & Erie Region Ref	0	1.00	3.50	0	0	-
SubTotal	8000			9416	4831	51
SubTotal, excl. NYSL	96500			45342	27505	61
GRAND TOTAL	96500			106829	62376	58

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)
1.2 NYSILL Fill Rates and Costs (con't)

1.2.2 1984/85 (con't)

LIBRARY	Participation Grant	Search Fee	Fill Fee	Requests Rec'd	Requests Filled	Total Fees	AVERAGE COST	
							excl Part	incl Part
	NEW YORK STATE LIBRARY							
New York State Library				91297	34871	389071	*1	11.16

LIBRARY	Participation Grant	Search Fee	Fill Fee	Requests Rec'd	Requests Filled	Total Fees	AVERAGE COST	
							excl Part	incl Part
	NYSILL REFERRAL							
Am Mus	6000	2.50	3.50	908	640	10510	7.05	16.42
Columbia	17500	2.50	3.50	3622	1590	32120	9.19	20.20
Cornell	17500	2.50	3.50	11757	8721	77416	6.87	8.88
Eng Soc	6000	2.50	3.50	3875	2876	25754	6.87	8.95
NYPL	17500	2.50	3.50	5848	3326	43761	7.90	13.16
NYU	6000	2.50	3.50	2287	1041	15361	8.99	14.76
Teachers C	6000	2.50	3.50	798	468	9633	7.76	20.58
Union Theo	6000	2.50	3.50	715	386	9139	8.13	23.67
SubTotal	82500			29810	19048	223693	7.41	11.74
SubTotal, NYSL & NYSILL Referral				91297	53919	612764	9.83	11.36
	AREA REFERRAL							
Brooklyn P	0	1.00	3.50	0	0	0	-	-
Buf & Erie Area Ref	6000	1.00	3.50	6116	3626	24807	5.19	6.84
Monroe Cnty	0	1.00	3.50	0	0	0	-	-
SubTotal	6000			6116	3626	24807	5.19	6.84
	REGIONAL REFERRAL							
SUNY Buf	4000	1.00	3.00	2927	1836	12435	4.59	6.77
U of Roch	4000	1.00	3.00	6489	2995	19474	5.17	6.50
Buf & Erie Region Ref	0	1.00	3.50	0	0	0	-	-
SubTotal	8000			9416	4831	31909	4.95	6.61
SubTotal, excl. NYSL	96500			45342	27505	280409	6.69	10.19
GRAND TOTAL	96500			106829	62376	669480	9.19	10.73

*1 Total cost projected for FY 85/86. Costs have been stable for the last 3 years.

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)

1.3 NYSILL Fill Times

1.3.1 All NYSILL - June, 1985

Total Network, New York State Library & Referral Libraries

Days from Req Rec'd to Report Item sent	Monogra. Number	Cum %	Serial. Number	Cum %	Total.. Number	Cum %	Days * Number
1	428	14.36	96	3.95	524	9.69	524
2	594	34.30	192	11.85	786	24.21	1572
3	693	57.55	342	25.93	1035	43.35	3105
4	474	73.46	444	44.20	918	60.31	3672
5	257	82.08	427	61.77	684	72.96	3420
6	151	87.15	321	74.98	472	81.68	2832
7	128	91.44	182	82.47	310	87.41	2170
8	73	93.89	137	88.11	210	91.29	1680
9 - 10	98	97.18	154	94.44	252	95.95	2394
11 - 15	69	99.50	116	99.22	185	99.37	2405
16 - 20	11	99.87	12	99.71	23	99.80	414
20 -	4	100.00	7	100.00	11	100.00	110
Total	2980		2430		5410		24298
							4.49

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)

1.3 NYSILL Fill Times (con't)

1.3.2 State Library Only - June, 1985

Days from Req Rec'd to Report Item sent	Monogra. Number	Cum %	Serial. Number	Cum %	Total.. Number	Cum %	Days * Number
1	633	21.24	242	9.96	875	16.17	875
2	840	49.43	583	33.95	1423	42.48	2846
3	786	75.81	750	64.81	1536	70.87	4608
4	431	90.27	515	86.01	946	88.35	3784
5	172	96.04	177	93.29	349	94.81	1745
6	55	97.89	81	96.63	136	97.32	816
7	29	98.86	42	98.35	71	98.63	497
8	11	99.23	14	98.93	25	99.09	200
9 - 10	11	99.60	12	99.42	23	99.52	218.5
11 - 15	6	99.80	14	100.00	20	99.89	260
16 - 20	4	99.93	0	100.00	4	99.96	72
20 - 100	2	100.00	0	100.00	2	100.00	120
Total	2980		2430		5410		16041.5
							2.97

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)

1.3 NYSILL Fill Times (con't)

1.3.3 All NYSILL - July, 1985

Total Network, New York State Library & Referral Libraries

Days from Req Rec'd to Report Item sent	Monogra.		Serial.		Total..		Days *
	Number	Cum %	Number	Cum %	Number	Cum %	Number
1	143	13.06	66	4.63	209	8.29	209
2	192	30.59	188	17.82	380	23.37	760
3	196	48.49	265	36.42	461	41.67	1383
4	145	61.74	133	45.75	278	52.70	1112
5	90	69.95	143	55.79	233	61.94	1165
6	106	79.63	137	65.40	243	71.59	1458
7	45	83.74	127	74.32	172	78.41	1204
8	31	86.58	93	80.84	124	83.33	992
9 - 10	61	92.15	82	86.60	143	89.01	1358.5
11 - 15	66	98.17	101	93.68	167	95.63	2171
16 - 20	16	99.63	64	98.18	80	98.81	1440
20 - 100	4	100.00	26	100.00	30	100.00	1800
Total	1095		1425		2520		15052.5
							5.97

NOTE: Beginning on 1 July, requests can be transmitted between any two NYSILL transmission sites (with the exception of those at the Referral Libraries), with a referral routing of up to four libraries, in which the State Library may be included. The management report system which provides the time analysis counts as arrival, the time that the request first arrives at the host computer. As a result it does not distinguish between those requests that go to the State Library and those that go to other sites. It is not known what effect this has had on the times reported by the system.

STATISTICAL DATA (con't)

1. NYSILL COST AND PERFORMANCE (con't)

1.3 NYSILL Fill Times (con't)

1.3.4 State Library Only - July, 1985

Days from Req Rec'd to Report Item sent	Monograph Number	Cum %	Serial. Number	Cum %	Total....... Number	Cum %	Days * Number
1	602	54.98	376	26.39	978	38.81	978
2	215	74.61	464	58.95	679	65.75	1358
3	116	85.21	324	81.68	440	83.21	1320
4	77	92.24	109	89.33	186	90.60	744
5	41	95.98	36	91.86	77	93.65	385
6	24	98.17	19	93.19	43	95.36	258
7	5	98.63	8	93.75	13	95.87	91
8	2	98.81	8	94.32	10	96.27	80
9 - 10	2	99.00	4	94.60	6	96.51	57
11 - 15	5	99.45	49	98.04	54	98.65	702
16 - 20	4	99.82	27	99.93	31	99.88	558
20 - 100	2	100.00	1	100.00	3	100.00	180
Total	1095		1425		2520		6711
							2.66

NOTE: Beginning on 1 July, requests can be transmitted between any two NYSILL transmission sites (with the exception of those at the Referral Libraries), with a referral routing of up to four libraries, in which the State Library may be included. The management report system which provides the time analysis counts as arrival, the time that the request first arrives at the host computer. As a result it does not distinguish between those requests that go to the State Library and those that go to other sites. It is not known what effect this has had on the times reported by the system.

STATISTICAL DATA (con't)

2. ILL TURNAROUND TIME ANALYSES

2.1 SUNY-OCLC ILL

2.1.1 All Materials, by Borrowing & Lending Delivery Type

Random Sample 1984/85	Both Borrowing and Lending Library on Type of Delivery		
	---SOLID---	--Other---	Difference
MEAN TIME	------------(in days)-------------		
1. Request Date to Received Date (+/-3sigma(mean))	11.6	13.3	1.7 (0.9)
2. Request Date to Ship Date (+/-3sigma(mean))	4.0	4.4	0.4 (0.4)
3. Ship Date to Received Date (+/-3sigma(mean))	7.5	8.9	1.4 (0.8)
4. Receive Date to Returned Date	26.7	26.4	---
5. Return Date to Item Back Date	10.1	9.7	---
PERCENTILE VALUES	------(days to 50% of fills)------		
6. Request Date to Received Date	8	11	
PERCENTILE VALUES	------(days to 75% of fills)------		
7. Request Date to Received Date	15	162	
PERCENTILE VALUES	------(days to 90% of fills)------		
8. Request Date to Received Date	21	25	
PERCENTILE VALUES	------(days to 99% of fills)------		
9. Request Date to Received Date	47	46	

STATISTICAL DATA (con't)

2. ILL TURNAROUND TIME ANALYSES (con't)
2.1 SUNY-OCLC ILL (con't)

2.1.2 Delivery Type - Loan/Photocopy

	Both Borrowing and Lending Library on Type of Delivery			
	---SOLID---		--Other---	
	Request Fill		Request Fill	
	LOAN ITEM	PHOTO COPY	LOAN ITEM	PHOTO COPY
MEAN TIME	------------(in days)-------------			
1. Request Date to Received Date (+/-3sigma(mean))	11.4	11.7	13.9	12.6
2. Request Date to Ship Date (+/-3 sigma(mean))	4.2	3.7	4.1	4.6
3. Ship Date to Received Date (+/-3sigma(mean))	7.1	8.1	9.6	8.0
4. Receive Date to Returned Date	26.7	na	26.4	na
5. Return Date to Item Back Date	10.2	na	9.8	na
PERCENTILE VALUES	------(days to 50% of fills)------			
6. Request Date to Received Date	9	8	12	9
PERCENTILE VALUES	------(days to 75% of fills)------			
7. Request Date to Received Date	15	15	18	15
PERCENTILE VALUES	------(days to 90% of fills)------			
8. Request Date to Received Date	21	21	25	24
PERCENTILE VALUES	------(days to 99% of fills)------			
9. Request Date to Received Date	37	57	50	44

STATISTICAL DATA (con't)

2. ILL TURNAROUND TIME ANALYSES (con't)
2.1 SUNY-OCLC ILL (con't)

2.1.3 Loan/Photocopy - Delivery Type

	REQUEST FILLED BY					
	LOANED ITEM			PHOTOCOPY		
	Library on Type of Delivery			Library on Type of Delivery		
	SOLID	Other	Diff	SOLID	Other	Diff
MEAN TIME	------------(in days)------------					
1. Request Date to Received Date (+/-3sigma(mean))	11.4	13.9	2.5 (1.2)	11.7	12.6	---
2. Request Date to Ship Date (+/-3sigma(mean))	4.2	4.1	---	3.7	4.6	0.9 (0.6)
3. Ship Date to Received Date (+/-3sigma(mean))	7.1	9.6	2.5 (1.0)	8.1	8.0	---
4. Receive Date to Returned Date	26.7	26.4	---	na	na	na
5. Return Date to Item Back Date	10.2	9.8	---	na	na	na
PERCENTILE VALUES	------(days to 50% of fills)------					
6. Request Date to Received Date	9	12		8	9	
PERCENTILE VALUES	------(days to 75% of fills)------					
7. Request Date to Received Date	15	18		15	15	
PERCENTILE VALUES	------(days to 90% of fills)------					
8. Request Date to Received Date	21	25		21	24	
PERCENTILE VALUES	------(days to 99% of fills)------					
9. Request Date to Received Date	37	50		57	44	

STATISTICAL DATA (con't)

2. ILL TURNAROUND TIME ANALYSES (con't)
2.1 SUNY-OCLC ILL (con't)

2.1.4 Sample Sizes and Standard Deviations

Column #:	1 Request Date to Ship Date	2 Ship - Date to Received Date	3 Receive Date to Returned Date	4 Returned Date to Item Back Date
OCLC #:	D1	D4	D2	D5
MEAN TIME & (3 x Standard Deviation of Mean) in DAYS				
1. FILLED - LOANED ITEM				
1.1 All Libraries	4.2	8.4	26.5	10.0
1.2 SOLID Libraries	4.2	7.1	26.7	10.2
Requests: 1006	(0.4)	(0.6)	(2.6)	(1.8)
1.3 Other Delivery	4.1	9.6	26.4	9.8
Requests: 1033	(0.4)	(0.9)	(2.2)	(0.9)
Difference	---	2.5	---	---
		(1.0)		
2. FILLED - PHOTOCOPY				
2.1 All Libraries	4.1	8.0	-	-
2.2 SOLID Libraries	3.7	8.1	-	-
Requests: 861	(0.4)	(0.9)		
2.3 Other Delivery	4.6	8.0	-	-
Requests: 792	(0.5)	(0.9)		
Difference	0.9	---	-	-
	(0.6)			

STATISTICAL DATA (con't)

2. ILL TURNAROUND TIME ANALYSES (con't)
2.1 SUNY-OCLC ILL (con't)

2.1.4 Sample Sizes and Standard Deviations (con't)

RINGGOLD DISCUSSION

Taking the data given above with what we already know about the ILL process, we can make the following observations:

1. The mean delay shown for Column 2, Ship Date to Received Date, for non-photocopy materials between SOLID Libraries of 7.1 days is rather too long for the actual SOLID service itself. There are three levels of SOLID service, once, three and five pick-ups/deliveries per week. Between two libraries that are on (week) daily pickup and delivery, the actual delivery time is one day, or three days over the weekend.

   The delay shown of one week is therefore likely to be a combination of the following three factors:
   1) some of the materials sent from one SOLID library to another do not actually get sent by SOLID;
   2) some of the delay of shipments actually sent by SOLID is attributable to shipments from libraries that do not subscribe to daily service;
   3) some of the delay is in-library time, either due to delays in actually releasing the material for shipment after the date shipped has been entered, or delays in unpacking and signalling receipt of the item after it has been delivered.

   As a result, we accept that there is a significant difference in delivery time between SOLID and non-SOLID service. We believe that repeated samples would show not less than a 1.5 day difference for non-photocopy materials.

2. The mean delay shown for Column 2, Ship Date to Received Date, for photocopy materials between SOLID Libraries is no different from libraries using other delivery methods. This anomaly may be due to sending photocopy via first class mail, but would need to be investigated further.

STATISTICAL DATA (con't)

2. ILL TURNAROUND TIME ANALYSES (con't)

2.2 MID-HUDSON LIBRARY SYSTEM

Periodical Requests Turnaround Time - 1984

Delay	Requests Filled		
- days	#	%	Cum %
1 - 7	50	22	22
8 - 14	88	39	61
15 - 21	42	19	79
22 - 28	20	9	88
29 - 35	12	5	93
36 - *	15	7	100
	--	--	
ALL	227	101	

Portion of Requests Filled:	50%	75%	90%
Number " " "	114	171	205
Days till " "	13	19	33

3. ILL COST ANALYSES

3.1 RML ILL COST STUDY (1984)

The 1984 RML ILL cost study of a sample (138 forms returned out of a sample of 261 forms mailed) of Region 1 libraries gave the following costs:
RML/RL -

		Costs		
		Staff	Other	Total
1)	Initial Processing	$232,438	$ 31,942	$264,380
2)	Fill/Reject	478,007	179,967	657,974
3)	Refer	222,209	67,635	289,844

		Volumes
4)	Initial Processing	- Requests 231,743
5)	Fill/Reject	- Requests 199,813
6)	Refer	- Requests 31,930

		Mean Costs per Request Processed		
		Staff	Other	Total
7)	Initial Processing	$1.00	$0.14	$1.14
8)	Fill/Reject	2.39	0.90	3.29
9)	Refer	6.96	2.12	9.08
10)	7) + 8)	3.39	1.04	4.43
11)	7) + 9)	7.96	2.26	10.22

3.2 ALBANY MEDICAL CENTER

From the Interlibrary Loan Lending Cost Study for NLM (via RML), the Albany Medical Center estimates that for FY84/85, its total prorated costs were:

Per Fill/Reject	$4.21
Per Referral	$8.27

3.3 PIONEER LIBRARY SYSTEM

The library is reimbursed at the rate of $5/fill to libraries outside the Pioneer System; $2.74/fill internal to the system.

For 1984, the estimated staff cost of ILL was approximately $166,000, or $5.61 per staff hour. Ratioed to the number of requests handled (79,383), this is $2.09. Ratioed to the number of requests filled within the region (65,393), this is $2.54.

STATISTICAL DATA (con't)

3. ILL COST ANALYSES (con't)

3.4 NEW YORK UNIVERSITY

Total ILL staff costs estimated for 1984/85 are $73,623. This figure includes both direct salaries and fringe benefits (@ 20.5%) for those working directly on ILL, the coordinator and a portion (5%) of the Reference Department Head. This figure includes mail room staffing.

The ratio of this cost to:
Total Requests (Borrowing & Lending) $ 8.05
or to:
Total Fills (" " ") $15.29

3.5 UNION THEOLOGICAL SEMINARY

During the Spring, 1983, Union Theological estimated that the cost of lending a book through NYSILL was $10.05, of which $7.44 was personnel cost representing 59 person-minutes.

APPENDIX 5

SNAPSHOT SURVEY OF ILL ACTIVITY, 31 OCTOBER 1985

1. THE LIBRARY AS BORROWER

1.1 Borrowing Summary Totals - Form 1A 3
1.2 Request Distributions [1A-1] *1
1.2.1 Request Type Distribution [1B-3] 4
1.2.2 Where Request Searched Distribution [1B-5] 5
1.2.3 Locations Found Distribution [1B-6] 7
1.2.4 How Requests Sent Distribution [1B-8] 9
1.3 Items Received - Time Between Request Date [1B-2] & Date Item Received [1B-12] for:
1.3.1 All Request Types 11
All Item Delivery Methods
1.3.2 Known Item/Known Location Requests [1B-3=1] 12
All Item Delivery Methods
1.3.3 Known Item/Unknown Location Requests [1B-3=2] 13
All Item Delivery Methods
1.3.4 Delivery by Local Van [1B-11=3] 14
1.3.5 Item Delivery by SOLID or Other Overnight [1B-11=4,5] 15
1.3.6 Loan Item Supplied [1B-6=1] 16
All Item Delivery Methods
1.3.7 Photocopy Supplied [1B-6=2] 17
All Item Delivery Methods
1.4 Items Received - Time Between Request Date [1B-2] & Date Item Sent [1B-10] for:
1.4.1 Requests Sent by All Methods 18
1.4.2 Requests Sent by Phone/Electronic [1B-8=6-10] 19
1.5 Items Received - Time Between Date Item Sent [1B-10] & Date Item Received [1B-12] for:
1.5.1 All Item Delivery Methods 20
1.5.2 Item Delivery by Local Van [1B-11=3] 21
1.5.3 Item Delivery by SOLID or Other Overnight [1B-11=4,5] 22
1.6 Individual Notified - Time Between Date Item Received [1B-12] & Date Individual Notified [1B-13] for:
1.6.1 All Methods of Notification 23
1.6.2 How Notified Distribution [1B-14] 24
1.7 Items Lent - Time Between Date Individ Notified [1B-13] & Date Item Lent [1B-15] for:
1.7.1 All Methods of Notification 25
1.7.2 Notified by Telephone [1B-14=1] 26
1.7.3 All Methods Excluding Telephone [1B-14=2-4] 27

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*1 The numbers given in [..-..] refer to the survey form and the item number on it (e.g., 1B-5 means Form 1B, item 5).

APPENDIX 5 SNAPSHOT SURVEY OF ILL ACTIVITY, 31 OCTOBER 1985

TABLE OF CONTENTS (con't)

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.1 Lending/Referral Summary Totals - Form 2A 28
2.2 Distributions
2.2.1 How Request Received Distribution [2B-7] *1 29
2.2.2 Where Request Searched " [2B-20] 31
2.2.3 Number of Locations Found " [2B-21] 33
2.2.4 Average List Price of Items Sent [2B-15] 35
2.2.5 List Price of Items Sent Distribution [2B-15] 36
2.2.6 Publication Year Distribution for Items Sent [2B-11] 38
2.3 Item Sent by Lending Library - Time Between Request Date [2B-2] & Date Item Sent by Lending Library [Survey Date, 2B-8=3] for:
2.3.1 All Libraries 40
2.3.2 Requests Sent by Phone or Electronic 41
2.3.3 Lending/Borrowing Within Same System [2B-6=2] 42
2.3.4 Lending/Borrowing Within Same 3R Region [2B-6=3] 43
2.3.5 Lending/Borrowing Outside Same 3R Region [2B-6=4,5] 44
2.4 Request Received by Lending Library - Time Between Request Date [2B-2] and Date Received [2B-4]
2.4.1 All Methods of Transmission 45
2.4.2 Request Sent by Telephone/Electronic [2B-7=6-10] 46
2.4.3 Request Sent by Non-Electronic [2B-7=1-5,11] 47
2.5 Item Sent by Lending Library - Time Between Date Request Received [2B-4] & Date Item Sent [Survey Date, 2B-8=3] for:
2.5.1 All Libraries 48
2.5.2 Lending/Borrowing Within Same System [2B-6=2] 49
2.5.3 Lending/Borrowing Within Same 3R Region [2B-6=3] 50
2.6 Item Returned to Lending Library - Time Between Date Date Item Sent [2B-16] & Date Item Returned [2B-18]
2.6.1 All Libraries 51

3. LIBRARIES RESPONDING TO SURVEY 50
Capital District 50
CENTRO 53
Long Island 54
METRO 55
North Country 57
Rochester 58
South Central 59
Southeastern 61
Western 62

4. SURVEY INSTRUMENT 63

*1 The numbers given in [..-..] refer to the survey form (e.g., 2A) and the item number (e.g., 11) on the form.

```
1.  THE LIBRARY AS BORROWER
1.1 Borrowing Summary Totals - Form 1A
01/22/86
            Borrowing Summary Totals by Library Type

# OF  RQSTS  ITEMS COPIES CANCELS NOTFY NOTFY ITEMS ITEMS ITEMS
LIBS   INIT   RCVD   RCVD    RCVD INDIV INDIV CIRCU RETND RETND
                                  AVAIL UNAVL    TO    BY    TO
                                              INDIV INDIV L LIB
** TYPE: 3R
** Subtotal **
   4     88      5      0       0    25     1     1     0     0

** TYPE: ACAD
** Subtotal **
 146   1234    401    590      96   710    72   525   328   335

** TYPE: HEAL
** Subtotal **
 100    816    119    421      37   323    46   288    77    90

** TYPE: OTHR
** Subtotal **
   1     13      2      6       1     2     1     1     3     4

** TYPE: PLS
** Subtotal **
  14    330    130     42      67    63    16    61    10   103

** TYPE: PUBL
** Subtotal **
 355   2192   1854    149     236  1351   162  1153   982  1165

** TYPE: SCHO
** Subtotal **
  12    197     80     31      23    25     9    86    67    71

** TYPE: SPEC
** Subtotal **
  79    408     38    218      29    50    14   117    39    52

*** Total ***
 711   5278   2629   1457     489  2549   321  2232  1506  1820

# OF LIBS     =  Libraries reporting on Form 1A.
RQSTS INIT    =  Requests Initiated [1A-1]
ITEMS RCVD    =  Items (to be returned) Received [1A-2.1]
COPIES RCVD   =  Photocopies (no return) Received [1A-2.2]
CANCELS RCVD =  Cancels Received [1A-3]
NOTFY INDIV AVAIL = Notify Individual Item Available [1A-4.1]
NOTFY INDIV UNAVL = Notify Individual Item Unavailable [1A-4.2]
ITEMS CIRCU TO INDIV = Items Circulated to Individuals [1A-5]
ITEMS RETND BY INDIV = Items Returned By Individuals [1A-6]
ITEMS RETND TO L LIB = Items Returned To Lending Library [1A-7]
```

```
1.  THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.1   Request Type Distribution for Requests Initiated [1B-3]
02/01/86
                    Summary by Borrowing Library Type

# OF # OF RQSTS    SQUARE     KNOWN     KNOWN   SUBJECT
LIBS SAMP INITD     RQSTS      ITEM      ITEM     RQSTS
                    INITD     KNOWN   UNKNOWN
                                LOC       LOC

** LIBRARY TYPE: ACAD
** Subtotal **
  83  419  1022     22238      0.87      0.13      0.00

** LIBRARY TYPE: HEAL
** Subtotal **
  43  238   606     15414      0.78      0.19      0.03

** LIBRARY TYPE: OTHR
** Subtotal **
   1    3    13       169      1.00      0.00      0.00

** LIBRARY TYPE: PLS
** Subtotal **
   6   46   221     15567      0.80      0.18      0.03

** LIBRARY TYPE: PUBL
** Subtotal **
 101  498  1221     32203      0.55      0.41      0.04

** LIBRARY TYPE: SCHO
** Subtotal **
   5   30    98      3528      0.59      0.35      0.06

** LIBRARY TYPE: SPEC
** Subtotal **
  18   89   330     16796      0.79      0.21      0.00


*** Total ***
 257 1323  3511    105915      0.72      0.25      0.02

# OF LIBS          =   Libraries with at least one sample
# OF SAMP          =   Number of samples
RQSTS INITD        =   Requests Initiated [1A-1]
KNOWN ITEM, KNOWN LOC = Ratio, Known-Item/Known-Location to Total
KNOWN ITEM, U UNKNOWN LOC = "     "     " /Unknown "      "  "
SUBJECT RQSTS =   Ratio, Subject Requests to Total
```

```
1.  THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.2   Where Request Searched Distribution [1B-5]
02/02/86
              Where Searched for Requests Initiated
        Summary by Borrowing Library Type - Part 1 of 2

# OF # OF RQSTS   SQUARE    MUL-     OCLC     RLIN     NYSL    UTLAS
LIBS SAMP INITD    RQSTS    TIPLE
                   INITD


** LIBRARY TYPE: ACAD
** Subtotal **
  91  436  1086    23344    0.09     0.58     0.08     0.02     0.00


** LIBRARY TYPE: HEAL
** Subtotal **
  47  242   625    15621    0.07     0.13     0.00     0.03     0.00


** LIBRARY TYPE: OTHR
** Subtotal **
   1    3    13      169    1.00     0.00     0.00     0.00     0.00


** LIBRARY TYPE: PLS
** Subtotal **
   7   50   244    16096    0.08     0.10     0.02     0.00     0.00


** LIBRARY TYPE: PUBL
** Subtotal **
 132  510  1242    29634    0.01     0.03     0.01     0.00     0.00


** LIBRARY TYPE: SCHO
** Subtotal **
   6   31   105     3577    0.16     0.00     0.00     0.00     0.00


** LIBRARY TYPE: SPEC
** Subtotal **
  27   98   350    16876    0.02     0.56     0.00     0.04     0.00


*** Total ***
 311 1370  3665   105317    0.06     0.26     0.03     0.02     0.00
```

1. THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.2 Where Request Searched Distribution [1B-5]
02/02/86

Where Searched for Requests Initiated
Summary by Borrowing Library Type - Part 2 of 2

```
# OF # OF RQSTS   SQUARE  MILCS    UCMP   OTHER  OTHER   OTHER  NONE
LIBS SAMP INITD   RQSTS                   ONLINE ONLINE
                  INITD                   UNION


** LIBRARY TYPE: ACAD
** Subtotal **
  91  436  1086    23344   0.00    0.01    0.01    0.00    0.22  0.00

** LIBRARY TYPE: HEAL
** Subtotal **
  47  242   625    15621   0.00    0.36    0.14    0.04    0.22  0.00

** LIBRARY TYPE: OTHR
** Subtotal **
   1    3    13      169   0.00    0.00    0.00    0.00    0.00  0.00

** LIBRARY TYPE: PLS
** Subtotal **
   7   50   244    16096   0.45    0.00    0.03    0.10    0.22  0.00

** LIBRARY TYPE: PUBL
** Subtotal **
 132  510  1242    29634   0.05    0.01    0.28    0.05    0.39  0.17

** LIBRARY TYPE: SCHO
** Subtotal **
   6   31   105     3577   0.10    0.00    0.00    0.10    0.63  0.00

** LIBRARY TYPE: SPEC
** Subtotal **
  27   98   350    16876   0.00    0.04    0.00    0.05    0.22  0.07

*** Total ***
 311 1370  3665   105317   0.05    0.07    0.12    0.04    0.29  0.07
```

```
1.  THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.3   Locations Found Distribution [1B-6]
02/04/86
        Number of Locations Found for Requests Searched
        Summary by Borrowing Library Type - Part 1 of 2

# OF # OF RQSTS   SQUARE  NONE    ONE     TWO   THREE    FOUR    FIVE
LIBS SAMP INITD    RQSTS
                   INITD


** LIBRARY TYPE: ACAD
** Subtotal **
  90  432  1084    23340  0.04   0.14    0.14    0.06    0.05    0.09


** LIBRARY TYPE: HEAL
** Subtotal **
  47  241   625    15621  0.13   0.13    0.11    0.13    0.05    0.12


** LIBRARY TYPE: OTHR
** Subtotal **
   1    3    13      169  0.00   0.00    0.00    0.00    0.00    0.00


** LIBRARY TYPE: PLS
** Subtotal **
   7   50   244    16096  0.11   0.16    0.01    0.09    0.13    0.21


** LIBRARY TYPE: PUBL
** Subtotal **
 116  433  1125    27283  0.36   0.26    0.07    0.03    0.04    0.04


** LIBRARY TYPE: SCHO
** Subtotal **
   6   31   105     3577  0.35   0.37    0.12    0.00    0.02    0.05


** LIBRARY TYPE: SPEC
** Subtotal **
  21   75   324    16748  0.13   0.21    0.08    0.04    0.02    0.01


*** Total ***
 288 1265  3520   102834  0.18   0.19    0.10    0.06    0.05    0.08
```

1. THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.3 Locations Found Distribution [1B-6]
02/04/86

Number of Locations Found for Requests Searched
Summary by Borrowing Library Type - Part 2 of 2

	# OF LIBS	# OF SAMP	RQSTS INITD	SQUARE RQSTS INITD	SIX	SEVEN	EIGHT	NINE	TEN OR MORE
** LIBRARY TYPE: ACAD ** Subtotal **	90	432	1084	23340	0.04	0.03	0.02	0.01	0.37
** LIBRARY TYPE: HEAL ** Subtotal **	47	241	625	15621	0.04	0.08	0.02	0.03	0.16
** LIBRARY TYPE: OTHR ** Subtotal **	1	3	13	169	0.00	0.00	0.00	0.00	1.00
** LIBRARY TYPE: PLS ** Subtotal **	7	50	244	16096	0.16	0.03	0.02	0.00	0.08
** LIBRARY TYPE: PUBL ** Subtotal **	116	433	1125	27283	0.05	0.02	0.01	0.02	0.10
** LIBRARY TYPE: SCHO ** Subtotal **	6	31	105	3577	0.00	0.02	0.07	0.00	0.00
** LIBRARY TYPE: SPEC ** Subtotal **	21	75	324	16748	0.04	0.01	0.03	0.01	0.42
*** Total ***	288	1265	3520	102834	0.05	0.03	0.02	0.02	0.22

```
1.  THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.4   How Requests Sent Distribution [1B-8]
02/03/86
              How Requests Sent by Borrowing Libraries
         Summary by Borrowing Library Type - Part 1 of 2

# OF # OF  RQSTS    SQUARE BOOK  FIRST  LOCAL  SOLID  OTHER  ELE-
LIBS SAMP  INITD     RQSTS RATE  CLASS    VAN         OVER-  HONE
                     INITD                            NIGHT


** LIBRARY TYPE: ACAD
** Subtotal **
  87  410   1032     22372 0.00   0.17   0.17   0.01   0.00  0.05


** LIBRARY TYPE: HEAL
** Subtotal **
  45  235    585     14243 0.00   0.39   0.19   0.00   0.00  0.01


** LIBRARY TYPE: OTHR
** Subtotal **
   1    3     13       169 0.00   0.00   0.00   0.00   0.00  0.00


** LIBRARY TYPE: PLS
** Subtotal **
   7   52    244     16096 0.00   0.05   0.38   0.03   0.00  0.00


** LIBRARY TYPE: PUBL
** Subtotal **
 134  514   1286     31968 0.00   0.02   0.88   0.00   0.00  0.01


** LIBRARY TYPE: SCHO
** Subtotal **
   6   30    105      3577 0.00   0.00   0.52   0.00   0.00  0.10


** LIBRARY TYPE: SPEC
** Subtotal **
  27   97    350     16876 0.00   0.18   0.14   0.00   0.00  0.02


*** Total ***
 307 1341   3615    105301 0.00   0.14   0.44   0.01   0.00  0.02
```

```
1.  THE LIBRARY AS BORROWER
1.2 Request Distributions [1A-1] *1
1.2.4   How Requests Sent Distribution [1B-8]
02/03/86
            How Requests Sent by Borrowing Libraries
        Summary by Borrowing Library Type - Part 2 of 2

# OF # OF  RQSTS   SQUARE NYSILL    OCLC     RLIN    OTHER    OTHER
LIBS SAMP  INITD    RQSTS                            ELEC-
                    INITD                            TRONIC


** LIBRARY TYPE: ACAD
** Subtotal **
  87  410   1032    22372   0.03     0.43     0.11     0.01     0.02


** LIBRARY TYPE: HEAL
** Subtotal **
  45  235    585    14243   0.04     0.11     0.01     0.26     0.00


** LIBRARY TYPE: OTHR
** Subtotal **
   1    3     13      169   0.00     1.00     0.00     0.00     0.00


** LIBRARY TYPE: PLS
** Subtotal **
   7   52    244    16096   0.52     0.00     0.00     0.00     0.00


** LIBRARY TYPE: PUBL
** Subtotal **
 134  514   1286    31968   0.04     0.01     0.00     0.01     0.03


** LIBRARY TYPE: SCHO
** Subtotal **
   6   30    105     3577   0.00     0.00     0.00     0.25     0.12


** LIBRARY TYPE: SPEC
** Subtotal **
  27   97    350    16876   0.10     0.47     0.00     0.07     0.03


*** Total ***
 307 1341   3615   105301   0.07     0.19     0.03     0.06     0.02
```

```
1.  THE LIBRARY AS BORROWER
1.3 Items Received - Time Between Request Date [1B-2]
            & Date Item Received [1B-12] for:
1.3.1   All Request Types & Item Delivery Methods
01/24/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE        MEAN      SQUARE      ITEMS+
LIBS SAMP COPIES   ITEMS+        TIME      ITEMS+      COPIES
                   COPIES                  COPIES      *  VAR
                                           *  VAR
** LIBRARY TYPE: 3R
** Subtotal **
   1    5      5       25        6.80       23.50       23.50


** LIBRARY TYPE: ACAD
** Subtotal **
  62  321    792    19378        9.87   227960.19    63473.15


** LIBRARY TYPE: HEAL
** Subtotal **
  31  137    213     2381        7.14    13429.12     5711.07


** LIBRARY TYPE: OTHR
** Subtotal **
   1    2      8       64       15.50       16.00        4.00


** LIBRARY TYPE: PLS
** Subtotal **
   9   38    133     3389       10.81    76285.83    14511.83


** LIBRARY TYPE: PUBL
** Subtotal **
 105  525    999    17181       19.57  2346623.00   789695.42


** LIBRARY TYPE: SCHO
** Subtotal **
   3   20     30      350       10.78      544.75      389.33


** LIBRARY TYPE: SPEC
** Subtotal **
  11   43    123     3053       14.78    22738.83     3532.90


*** Total ***
 223 1091   2303    45821       14.17  2687621.22   877341.20
```

```
1.  THE LIBRARY AS BORROWER
1.3 Items Received - Time Between Request Date [1B-2]
          & Date Item Received [1B-12] for:
1.3.2   Known Item/Known Location Requests [1B-3=1]
01/29/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE         MEAN      SQUARE       ITEMS+
LIBS SAMP COPIES   ITEMS+         TIME      ITEMS+       COPIES
                   COPIES                   COPIES        * VAR
                                             * VAR

** LIBRARY TYPE: 3R
** Subtotal **
   1    5      5       25         6.80       23.50        23.50

** LIBRARY TYPE: ACAD
** Subtotal **
  57  304    779    19341         9.60   215541.37     60181.88

** LIBRARY TYPE: HEAL
** Subtotal **
  27  119    195     2289         6.66    12744.52      5126.95

** LIBRARY TYPE: OTHR
** Subtotal **
   1    2      8       64        15.50       16.00         4.00

** LIBRARY TYPE: PLS
** Subtotal **
   7   23     87     1939        10.43    42971.61      5623.67

** LIBRARY TYPE: PUBL
** Subtotal **
  70  314    696    13384        19.84  1802764.41    527969.65

** LIBRARY TYPE: SCHO
** Subtotal **
   3   14     30      350        11.28      466.51       211.57

** LIBRARY TYPE: SPEC
** Subtotal **
   7   29    107     2975        16.66    22800.85      2583.10

*** Total ***
 173  810   1907    40367        13.51  2097328.77    601724.32
```

```
1.  THE LIBRARY AS BORROWER
1.3 Items Received - Time Between Request Date [1B-2]
            & Date Item Received [1B-12] for:
1.3.3   Known Item/Unknown Location Requests [1B-3=2]
01/29/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE          MEAN      SQUARE       ITEMS+
LIBS SAMP COPIES   ITEMS+          TIME      ITEMS+       COPIES
                   COPIES                    COPIES       *  VAR
                                             *  VAR


** LIBRARY TYPE: ACAD
** Subtotal **
   5   13     13        37         12.08        602.67       602.67


** LIBRARY TYPE: HEAL
** Subtotal **
   4   15     18        92         11.73        625.44       524.20


** LIBRARY TYPE: PLS
** Subtotal **
   1    3      9        81         15.67       2493.00       831.00


** LIBRARY TYPE: PUBL
** Subtotal **
  42  134    484      9798         23.81  1403495.62    338800.37


** LIBRARY TYPE: SCHO
** Subtotal **
   1    3      5        25         10.00         75.00        45.00


** LIBRARY TYPE: SPEC
** Subtotal **
   1    4      4        16          5.75        121.00       121.00


*** Total ***
  54  172    533     10049         22.71  1407412.73    340924.24
```

```
1.  THE LIBRARY AS BORROWER
1.3 Items Received - Time Between Request Date [1B-2]
            & Date Item Received [1B-12] for:
1.3.4   Item Delivery by Local Van [1B-11=3]
01/24/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE         MEAN      SQUARE       ITEMS+
LIBS SAMP COPIES   ITEMS+         TIME      ITEMS+       COPIES
                   COPIES                   COPIES       *  VAR
                                            *  VAR


** LIBRARY TYPE: ACAD
** Subtotal **
  24   94    340    10578         8.92   149764.58    13243.71


** LIBRARY TYPE: HEAL
** Subtotal **
  11   49    116     1824         4.40     1883.47      739.24


** LIBRARY TYPE: PLS
** Subtotal **
   4   15     75     2533         9.59    33436.50     8229.53


** LIBRARY TYPE: PUBL
** Subtotal **
  97  479    892    13138        20.89  2404482.88   797042.30


** LIBRARY TYPE: SCHO
** Subtotal **
   3   19     30      350        10.85      595.75      412.83


** LIBRARY TYPE: SPEC
** Subtotal **
   5   17     34      304         7.01     1442.06      550.70


*** Total ***
 144  673   1487    28727        15.78  2591605.24   820218.32
```

```
1.  THE LIBRARY AS BORROWER
1.3 Items Received - Time Between Request Date [1B-2]
          & Date Item Received [1B-12] for:
1.3.5   Item Delivery by SOLID or Other Overnight [1B-11=4,5]
02/03/86

          Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE          MEAN       SQUARE       ITEMS+
LIBS SAMP COPIES   ITEMS+          TIME       ITEMS+       COPIES
                   COPIES                     COPIES       *  VAR
                                              *  VAR


** LIBRARY TYPE: ACAD
** Subtotal **
  20   76    376    11454           8.34   118504.34     12865.95


** LIBRARY TYPE: HEAL
** Subtotal **
   1    2      5       25           7.50       56.25         22.50


** LIBRARY TYPE: PLS
** Subtotal **
   3   12     34      406          10.96     3605.25       1225.50


** LIBRARY TYPE: PUBL
** Subtotal **
   1    4      4       16          10.00        0.00          0.00


** LIBRARY TYPE: SPEC
** Subtotal **
   1    4      4       16           5.75      121.00        121.00


*** Total ***
  26   98    423    11917           8.53   122286.84     14234.95
```

```
1.  THE LIBRARY AS BORROWER
1.3 Items Received - Time Between Request Date [1B-2]
          & Date Item Received [1B-12] for:
1.3.6   Loan Item Supplied [1B-6=1]
01/30/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF  ITEMS   SQUARE          MEAN      SQUARE        ITEMS
LIBS SAMP  RECVD    ITEMS          TIME       ITEMS        RECVD
                    RECVD                     RECVD        * VAR
                                              * VAR


** LIBRARY TYPE: ACAD
** Subtotal **
  32  100    267     3551         11.07   130495.30     36245.59

** LIBRARY TYPE: HEAL
** Subtotal **
   4   13     16       78         13.88     4385.98      3300.43

** LIBRARY TYPE: OTHR
** Subtotal **
   1    2      2        4         15.50        1.00         1.00

** LIBRARY TYPE: PLS
** Subtotal **
   9   31     92     1622         10.13    44211.11      6775.50

** LIBRARY TYPE: PUBL
** Subtotal **
  93  428    867    14637         20.48  2180449.08    689486.34

** LIBRARY TYPE: SCHO
** Subtotal **
   3   10     10       38          8.10       63.00        63.00

** LIBRARY TYPE: SPEC
** Subtotal **
   2    5      5       13          8.20      202.00       202.00

*** Total ***
 144  589   1259    19943         17.49  2359807.48    736073.87
```

1. THE LIBRARY AS BORROWER

1.3 Items Received - Time Between Request Date [1B-2]
& Date Item Received [1B-12] for:

1.3.7 Photocopy Supplied [1B-6=2]

01/30/86

Time in Days - Summary by Borrowing Library Type

	# OF LIBS	# OF SAMP	COPIES RECVD	SQUARE COPIES RECVD	MEAN TIME	SQUARE COPIES RECVD * VAR	COPIES RECVD * VAR
** LIBRARY TYPE: ACAD ** Subtotal **	46	171	438	7968	8.45	43967.54	14457.87
** LIBRARY TYPE: HEAL ** Subtotal **	25	96	139	1055	5.80	2188.77	1312.58
** LIBRARY TYPE: PLS ** Subtotal **	3	7	35	573	25.66	23972.00	2220.00
** LIBRARY TYPE: PUBL ** Subtotal **	6	19	19	67	11.53	2830.00	2830.00
** LIBRARY TYPE: SCHO ** Subtotal **	3	10	20	168	13.05	53.00	51.00
** LIBRARY TYPE: SPEC ** Subtotal **	7	25	71	1445	18.51	15342.73	2611.53
*** Total ***	90	328	722	11276	9.97	88354.03	23482.98

```
1.  THE LIBRARY AS BORROWER
1.4 Items Received - Time Between Request Date [1B-2]
              & Date Item Sent [1B-10] for:
1.4.1   Requests Sent by All Methods
01/22/86

          Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE          MEAN       SQUARE        ITEMS+
LIBS SAMP COPIES   ITEMS+          TIME       ITEMS+        COPIES
                   COPIES                     COPIES        *  VAR
                                              *  VAR
** LIBRARY TYPE: 3R
** Subtotal **
   1    5     5        25          4.80        33.50         33.50


** LIBRARY TYPE: ACAD
** Subtotal **
  52  237   679     17411          6.13    240054.29      55145.10


** LIBRARY TYPE: HEAL
** Subtotal **
  26  106   168      1822          4.70      5598.82       1958.79


** LIBRARY TYPE: OTHR
** Subtotal **
   1    2     8        64          5.50        16.00          4.00


** LIBRARY TYPE: PLS
** Subtotal **
   7   25   109      2939          5.89     27184.51       5251.58


** LIBRARY TYPE: PUBL
** Subtotal **
  73  327   743     13521         19.80   2554315.18     698195.12


** LIBRARY TYPE: SCHO
** Subtotal **
   3   18    30       350          7.65       528.75        381.33


** LIBRARY TYPE: SPEC
** Subtotal **
  10   34   116      3004         10.29      6159.14       1415.75


*** Total ***
 173  754  1858     39136         11.73   2833890.19     762385.18
```

1. THE LIBRARY AS BORROWER
1.4 Items Received - Time Between Request Date [1B-2]
& Date Item Sent [1B-10] for:
1.4.2 Requests Sent by Phone/Electronic [1B-8=6-10]
01/22/86

Time in Days - Summary by Borrowing Library Type

	# OF LIBS	# OF SAMP	ITEMS+ COPIES	SQUARE ITEMS+ COPIES	MEAN TIME	SQUARE ITEMS+ COPIES * VAR	ITEMS+ COPIES * VAR
** LIBRARY TYPE: 3R ** Subtotal **	1	5	5	25	4.80	33.50	33.50
** LIBRARY TYPE: ACAD ** Subtotal **	28	114	448	13394	5.56	84832.63	13022.31
** LIBRARY TYPE: HEAL ** Subtotal **	2	6	24	416	2.29	65.00	65.00
** LIBRARY TYPE: OTHR ** Subtotal **	1	2	8	64	5.50	16.00	4.00
** LIBRARY TYPE: PLS ** Subtotal **	1	6	10	100	5.50	145.00	87.00
** LIBRARY TYPE: PUBL ** Subtotal **	6	26	99	3863	11.65	56607.05	41871.67
** LIBRARY TYPE: SPEC ** Subtotal **	4	10	41	941	2.08	3836.44	381.33
*** Total ***	43	169	635	18803	6.15	145535.62	55464.81

1. THE LIBRARY AS BORROWER
1.5 Items Received - Time Between Date Item Sent [1B-10]
& Date Item Received [1B-12] for:
1.5.1 All Item Delivery Methods
01/23/86

Time in Days - Summary by Borrowing Library Type

# OF LIBS	# OF SAMP	ITEMS+ COPIES	SQUARE ITEMS+ COPIES	MEAN TIME	SQUARE ITEMS+ COPIES * VAR	ITEMS+ COPIES * VAR
** LIBRARY TYPE: 3R						
** Subtotal **						
1	5	5	25	2.00	25.00	25.00
** LIBRARY TYPE: ACAD						
** Subtotal **						
53	243	689	17511	4.01	22946.02	6659.66
** LIBRARY TYPE: HEAL						
** Subtotal **						
25	104	165	1813	2.24	1269.45	679.75
** LIBRARY TYPE: OTHR						
** Subtotal **						
1	2	8	64	10.00	0.00	0.00
** LIBRARY TYPE: PLS						
** Subtotal **						
7	25	109	2939	2.34	1632.82	366.18
** LIBRARY TYPE: PUBL						
** Subtotal **						
76	336	756	13606	1.86	2844.45	1326.80
** LIBRARY TYPE: SCHO						
** Subtotal **						
3	18	30	350	3.00	0.00	0.00
** LIBRARY TYPE: SPEC						
** Subtotal **						
10	34	116	3004	4.13	732.58	92.72
*** Total ***						
176	767	1878	39312	2.90	29450.33	9150.11

```
1.  THE LIBRARY AS BORROWER
1.5 Items Received - Time Between Date Item Sent [1B-10]
             & Date Item Received [1B-12] for:
1.5.2   Item Delivery by Local Van [1B-11=3]
02/03/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE        MEAN       SQUARE      ITEMS+
LIBS SAMP COPIES   ITEMS+        TIME       ITEMS+      COPIES
                   COPIES                   COPIES      *  VAR
                                            *  VAR

** LIBRARY TYPE: ACAD
** Subtotal **
  16   60    223     5323        2.56     2873.76      731.23

** LIBRARY TYPE: HEAL
** Subtotal **
  10   43     97     1463        1.65      223.41      163.32

** LIBRARY TYPE: PLS
** Subtotal **
   4   12     75     2533        1.78      334.64       54.27

** LIBRARY TYPE: PUBL
** Subtotal **
  64  265    621     8815        1.39     1276.97      578.56

** LIBRARY TYPE: SCHO
** Subtotal **
   3   17     30      350        3.00        0.00        0.00

** LIBRARY TYPE: SPEC
** Subtotal **
   4   13     31      295        1.48        0.00        0.00

*** Total ***
 101  410   1077    18779        1.73     4708.79     1527.38
```

```
1.  THE LIBRARY AS BORROWER
1.5 Items Received - Time Between Date Item Sent [1B-10]
             & Date Item Received [1B-12] for:
1.5.3   Item Delivery by SOLID or Other Overnight [1B-11=4,5]
01/23/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF ITEMS+   SQUARE         MEAN       SQUARE       ITEMS+
LIBS SAMP COPIES   ITEMS+         TIME       ITEMS+       COPIES
                   COPIES                    COPIES       *  VAR
                                             *  VAR

** LIBRARY TYPE: ACAD
** Subtotal **
  17   61    310      9874        3.10      4626.78       595.03

** LIBRARY TYPE: HEAL
** Subtotal **
   1    2      5        25        3.00         0.00         0.00

** LIBRARY TYPE: PLS
** Subtotal **
   3    8     34       406        2.71       909.00       123.00

** LIBRARY TYPE: PUBL
** Subtotal **
   1    4      4        16        2.00         0.00         0.00

** LIBRARY TYPE: SPEC
** Subtotal **
   1    3      4        16        3.33        33.78        25.33

*** Total ***
  23   78    357     10337        3.05      5569.56       743.37
```

```
1.6 Individual Notified - Time Between Date Item Received
            [1B-12] & Date Individual Notified [1B-13] for:
1.6.1   All Methods of Notification
01/30/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF  #INDIV   SQUARE      MEAN      SQUARE      #INDIV
LIBS SAMP  NOTIFY   #INDIV      TIME      #INDIV      NOTIFY
                    NOTIFY                NOTIFY      * VAR
                                          * VAR

** LIBRARY TYPE: ACAD
** Subtotal **
 30  146    362      8670       0.26       38.61       15.70

** LIBRARY TYPE: HEAL
** Subtotal **
 15   58     94       810      21.25  3891965.53  2162204.63

** LIBRARY TYPE: OTHR
** Subtotal **
  1    2      2         4       1.00        0.00        0.00

** LIBRARY TYPE: PLS
** Subtotal **
  2   11     25       325       0.70      141.25       56.50

** LIBRARY TYPE: PUBL
** Subtotal **
 67  277    512      4046       0.56     3918.87     2249.97

** LIBRARY TYPE: SPEC
** Subtotal **
  2    6      6        18       0.17        1.00        1.00

*** Total ***
117  500   1001     13873       2.40  3896065.26  2164527.80
```

```
1.  THE LIBRARY AS BORROWER
1.6 Individual Notified - Time Between Date Item Received
            [1B-12] & Date Individual Notified [1B-13] for:
1.6.2  How Individual Notified Distribution [1B-14]
02/03/86

                Summary by Borrowing Library Type

# OF # OF NOTIFY NOTIFY    SQUARE   PHONE    FIRST     BOOK   OTHER
LIBS SAMP  INDIV  INDIV     TOTAL  NOTIFY    CLASS     RATE  NOTIFY
           AVAIL  UNAVL     INDIV          NOTIFY   NOTIFY
                           NOTIFY

** LIBRARY TYPE: 3R
** Subtotal **
   1    4    23      1    576.00    0.00     1.00     0.00     0.00

** LIBRARY TYPE: ACAD
** Subtotal **
  31   79   286     17   7597.00    0.37     0.63     0.00     0.00

** LIBRARY TYPE: HEAL
** Subtotal **
  18   45    95     24   1233.00    0.92     0.08     0.00     0.00

** LIBRARY TYPE: OTHR
** Subtotal **
   1    3     2      1      9.00    0.33     0.67     0.00     0.00

** LIBRARY TYPE: PLS
** Subtotal **
   4   13    48      4    906.00    0.31     0.69     0.00     0.00

** LIBRARY TYPE: PUBL
** Subtotal **
  94  315   628     68   8478.00    0.74     0.26     0.00     0.00

** LIBRARY TYPE: SPEC
** Subtotal **
   6    9    12      1     37.00    1.00     0.00     0.00     0.00

*** Total ***
 155  468  1094    116  18836.00    0.63     0.37     0.00     0.00
```

1. THE LIBRARY AS BORROWER
1.7 Items Lent - Time Between Date Individual Notified [1B-13]
& Date Item Lent [1B-15] for:
1.7.1 All Methods of Notification
01/31/86

Time in Days - Summary by Borrowing Library Type

# OF LIBS	# OF SAMP	#ITEMS CIRC'D	SQUARE #ITEMS CIRC'D	MEAN TIME	SQUARE #ITEMS CIRC'D * VAR	#ITEMS CIRC'D * VAR
** LIBRARY TYPE: ACAD ** Subtotal **						
20	78	153	2003.00	0.24	32.93	10.48
** LIBRARY TYPE: HEAL ** Subtotal **						
7	26	47	539.00	0.03	1.78	1.33
** LIBRARY TYPE: PLS ** Subtotal **						
2	4	24	488.00	0.83	130.00	20.00
** LIBRARY TYPE: PUBL ** Subtotal **						
50	201	372	5232.00	2.45	28578.85	18414.82
** LIBRARY TYPE: SPEC ** Subtotal **						
1	3	4	16.00	0.00	0.00	0.00
*** Total ***						
80	312	600	8278.00	1.61	28743.56	18446.63

```
1.  THE LIBRARY AS BORROWER
1.7 Items Lent - Time Between Date Individual Notified [1B-13]
            & Date Item Lent  [1B-15] for:
1.7.2   Notified by Telephone [1B-14=1]
01/31/86

        Time in Days - Summary by Borrowing Library Type

# OF # OF  #ITEMS   SQUARE        MEAN      SQUARE      #ITEMS
LIBS SAMP  CIRC'D   #ITEMS        TIME      #ITEMS      CIRC'D
                    CIRC'D                  CIRC'D      *  VAR
                                            *  VAR

** LIBRARY TYPE: ACAD
** Subtotal **
   7   20      51   647.00        0.43       80.67       14.67

** LIBRARY TYPE: HEAL
** Subtotal **
   4   11      32   450.00        0.00        0.00        0.00

** LIBRARY TYPE: PLS
** Subtotal **
   1    2       2     4.00        4.50        9.00        9.00

** LIBRARY TYPE: PUBL
** Subtotal **
  42  165     351  5167.00        2.20    57762.37    16387.90

*** Total ***
  54  198     436  6268.00        1.84    57852.04    16411.57
```

1. THE LIBRARY AS BORROWER
1.7 Items Lent - Time Between Date Individual Notified [1B-13]
& Date Item Lent [1B-15] for:
1.7.3 All Methods Excluding Telephone [1B-14=2-4]
01/31/86

Time in Days - Summary by Borrowing Library Type

# OF LIBS	# OF SAMP	#ITEMS CIRC'D	SQUARE #ITEMS CIRC'D	MEAN TIME	SQUARE #ITEMS CIRC'D * VAR	#ITEMS CIRC'D * VAR
** LIBRARY TYPE: ACAD ** Subtotal **						
14	54	129	1885.00	0.25	53.78	7.33
** LIBRARY TYPE: HEAL ** Subtotal **						
3	13	15	89.00	0.00	0.00	0.00
** LIBRARY TYPE: PLS ** Subtotal **						
1	2	22	484.00	0.50	121.00	11.00
** LIBRARY TYPE: PUBL ** Subtotal **						
13	43	124	2696.00	7.60	52689.72	16609.30
** LIBRARY TYPE: SPEC ** Subtotal **						
1	2	4	16.00	0.00	0.00	0.00
*** Total ***						
32	114	294	5170.00	3.35	52864.49	16627.63

2. THE LIBRARY AS LENDER/REFERRAL AGENT

2.1 Lending/Referral Summary Totals - Form 2A

01/22/86

Lending/Referral Summary Totals by Library Type

# OF LIBS	RQSTS RECVD	RQSTS PROCD	ITEMS/ MAT'LS SENT	PREV LENT ITEMS RETND
** TYPE: 3R				
** Subtotal **				
9	549	950	71	43
** TYPE: ACAD				
** Subtotal **				
144	1979	1987	1539	630
** TYPE: HEAL				
** Subtotal **				
96	709	1080	870	117
** TYPE: OTHR				
** Subtotal **				
1	486	391	118	65
** TYPE: PLS				
** Subtotal **				
22	2426	2504	1151	797
** TYPE: PUBL				
** Subtotal **				
349	2341	1905	1555	923
** TYPE: SCHO				
** Subtotal **				
13	268	218	83	98
** TYPE: SPEC				
** Subtotal **				
77	162	175	170	23
*** Total ***				
711	8920	9210	5557	2696

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.1 How Request Received Distribution [2B-7] *1
02/02/86

How Requests Received
At Lending/Referral Libraries
Summary by Lending/Referral Library Type - Part 1 of 2

# OF LIBS	# OF SAMP	RQSTS RECVD	SQUARE RQSTS RECVD	BOOK RATE	FIRST CLASS	LOCAL VAN	SOLID	OTHER OVER-NIGHT	TELE-PHONE
** LIBRARY TYPE: 3R									
** Subtotal **									
8	101	536	46788	0.00	0.34	0.19	0.01	0.00	0.13
** LIBRARY TYPE: ACAD									
** Subtotal **									
85	460	1643	95879	0.00	0.10	0.16	0.02	0.00	0.03
** LIBRARY TYPE: HEAL									
** Subtotal **									
43	156	412	18020	0.00	0.33	0.15	0.00	0.00	0.07
** LIBRARY TYPE: OTHR									
** Subtotal **									
1	45	486	236196	0.11	0.00	0.00	0.00	0.00	0.00
** LIBRARY TYPE: PLS									
** Subtotal **									
18	349	2259	431215	0.00	0.02	0.78	0.01	0.00	0.02
** LIBRARY TYPE: PUBL									
** Subtotal **									
119	489	1252	39096	0.00	0.01	0.77	0.00	0.00	0.09
** LIBRARY TYPE: SCHO									
** Subtotal **									
9	31	102	1882	0.00	0.00	0.06	0.00	0.00	0.19
** LIBRARY TYPE: SPEC									
** Subtotal **									
18	64	111	1345	0.01	0.19	0.27	0.01	0.00	0.10
*** Total ***									
301	1695	6801	870421	0.01	0.08	0.47	0.01	0.00	0.05

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.1 How Request Received Distribution [2B-7] *1
02/02/86

How Requests Received
At Lending/Referral Libraries
Summary by Lending/Referral Library Type - Part 2 of 2

# OF LIBS	# OF SAMP	RQSTS RECVD	SQUARE RQSTS RECVD	NYSILL	OCLC	RLIN	OTHER ELEC-TRONIC	OTHER
** LIBRARY TYPE: 3R								
** Subtotal **								
8	101	536	46788	0.02	0.16	0.00	0.09	0.06
** LIBRARY TYPE: ACAD								
** Subtotal **								
85	460	1643	95879	0.08	0.47	0.10	0.03	0.01
** LIBRARY TYPE: HEAL								
** Subtotal **								
43	156	412	18020	0.03	0.13	0.01	0.26	0.00
** LIBRARY TYPE: OTHR								
** Subtotal **								
1	45	486	236196	0.89	0.00	0.00	0.00	0.00
** LIBRARY TYPE: PLS								
** Subtotal **								
18	349	2259	431215	0.05	0.06	0.01	0.01	0.03
** LIBRARY TYPE: PUBL								
** Subtotal **								
119	489	1252	39096	0.00	0.01	0.00	0.12	0.00
** LIBRARY TYPE: SCHO								
** Subtotal **								
9	31	102	1882	0.00	0.00	0.00	0.41	0.34
** LIBRARY TYPE: SPEC								
** Subtotal **								
18	64	111	1345	0.17	0.26	0.00	0.00	0.00
*** Total ***								
301	1695	6801	870421	0.11	0.16	0.03	0.06	0.02

2. THE LIBRARY AS LENDER/REFERRAL AGENT

2.2 Distributions

2.2.2 Where Request Searched Distribution [2B-20]

01/31/86

```
              Where Searched for Requests Processed
     Summary by Lending/Referral Library Type - Part 1 of 2

# OF # OF  RQSTS   SQUARE   MULT    OCLC    RLIN    NYSL   UTLAS
LIBS SAMP  PROCD    RQSTS
                    PROCD

** LIBRARY TYPE: 3R
** Subtotal **
   5  127    709   216227   0.37    0.09    0.00    0.03    0.00


** LIBRARY TYPE: HEAL
** Subtotal **
   5   29    349    28267   0.04    0.09    0.00    0.07    0.00


** LIBRARY TYPE: OTHR
** Subtotal **
   1   85    391   152881   0.91    0.00    0.00    0.05    0.00


** LIBRARY TYPE: PLS
** Subtotal **
  10  226   1271   223257   0.08    0.10    0.01    0.01    0.00


** LIBRARY TYPE: PUBL
** Subtotal **
   8   74    283    13177   0.03    0.04    0.00    0.00    0.00


*** Total ***
  29  541   3003   633809   0.25    0.08    0.01    0.02    0.00
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT

2.2 Distributions

2.2.2 Where Request Searched Distribution [2B-20]

01/31/86

```
             Where Searched for Requests Processed
     Summary by Lending/Referral Library Type - Part 2 of 2

# OF # OF  RQSTS   SQUARE MILCS   UCMP OTHER  OTHER   OTHER   NONE
LIBS SAMP  PROCD    RQSTS               ONLINE ONLINE
                    PROCD               UNION

** LIBRARY TYPE: 3R
** Subtotal **
   5 127    709   216227  0.04  0.00  0.00   0.01    0.28    0.19

** LIBRARY TYPE: HEAL
** Subtotal **
   5  29    349    28267  0.00  0.46  0.13   0.00    0.00    0.21

** LIBRARY TYPE: OTHR
** Subtotal **
   1  85    391   152881  0.00  0.00  0.00   0.05    0.00    0.00

** LIBRARY TYPE: PLS
** Subtotal **
  10 226   1271   223257  0.12  0.00  0.01   0.23    0.43    0.02

** LIBRARY TYPE: PUBL
** Subtotal **
   8  74    283    13177  0.27  0.00  0.00   0.04    0.62    0.00

*** Total ***
  29 541   3003   633809  0.08  0.05  0.02   0.11    0.30    0.08
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT

2.2 Distributions

2.2.3 Number of Locations Found Distribution [2B-21]

01/01/86

Number of Locations Found for Requests Searched
Summary by Lending/Referral Library Type - Part 1 of 2

# OF LIBS	# OF SAMP	RQSTS PROCD	SQUARE RQSTS PROCD	NONE	ONE	TWO	THREE	FOUR	FIVE
** LIBRARY TYPE: 3R									
** Subtotal **									
5	79	709	216227	0.25	0.25	0.10	0.13	0.06	0.07
** LIBRARY TYPE: HEAL									
** Subtotal **									
6	20	350	28268	0.25	0.09	0.11	0.07	0.08	0.27
** LIBRARY TYPE: OTHR									
** Subtotal **									
1	41	391	152881	0.41	0.29	0.02	0.00	0.00	0.00
** LIBRARY TYPE: PLS									
** Subtotal **									
10	204	1271	223257	0.25	0.20	0.08	0.06	0.05	0.04
** LIBRARY TYPE: PUBL									
** Subtotal **									
8	69	283	13177	0.15	0.43	0.03	0.03	0.05	0.02
*** Total ***									
30	413	3004	633810	0.26	0.23	0.07	0.07	0.05	0.07

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.3 Number of Locations Found Distribution [2B-21]
01/01/86

Number of Locations Found for Requests Searched
Summary by Lending/Referral Library Type - Part 2 of 2

# OF LIBS	# OF SAMP	RQSTS PROCD	SQUARE RQSTS PROCD	SIX	SEVEN	EIGHT	NINE	TEN OR MORE
** LIBRARY TYPE: 3R								
** Subtotal **								
5	79	709	216227	0.00	0.02	0.02	0.03	0.07
** LIBRARY TYPE: HEAL								
** Subtotal **								
6	20	350	28268	0.00	0.04	0.00	0.00	0.08
** LIBRARY TYPE: OTHR								
** Subtotal **								
1	41	391	152881	0.00	0.00	0.00	0.24	0.02
** LIBRARY TYPE: PLS								
** Subtotal **								
10	204	1271	223257	0.03	0.01	0.01	0.01	0.25
** LIBRARY TYPE: PUBL								
** Subtotal **								
8	69	283	13177	0.02	0.00	0.00	0.00	0.28
*** Total ***								
30	413	3004	633810	0.02	0.02	0.01	0.04	0.16

2. THE LIBRARY AS LENDER/REFERRAL AGENT

2.2 Distributions

2.2.4 Average List Price of Items Sent [2B-15]

02/02/86

Mean List Price of Items Sent by Lending Libraries
Summary by Lending Library Type

# OF LIBS	# OF SAMP	ITEMS SENT	SQUARE ITEMS SENT	MEAN LIST PRICE	SQUARE ITEMS SENT * VAR	ITEMS SENT * VAR
** LIBRARY TYPE: ACAD						
** Subtotal **						
10	45	166	4334	27.16	921831.46	60877.57
** LIBRARY TYPE: HEAL						
** Subtotal **						
1	3	64	4096	36.23	591535.22	27728.21
** LIBRARY TYPE: PLS						
** Subtotal **						
8	46	770	129356	48.23	818056021.57	9124110.23
** LIBRARY TYPE: PUBL						
** Subtotal **						
38	188	518	24946	14.92	221887.41	58536.61
** LIBRARY TYPE: SPEC						
** Subtotal **						
1	2	9	81	4.25	5.06	1.13
*** Total ***						
58	284	1527	162813	33.88	819791280.72	9271253.74

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.5 List Price of Items Sent Distribution [2B-15]
01/01/86

```
                  List Price of Items Sent
        Summary by Lending Library Type - Part 1 of 2

# OF # OF ITEMS   SQUARE     LIST     LIST     LIST     LIST
LIBS SAMP  SENT    ITEMS     LESS    $5.00   $10.00   $15.00
                    SENT     THAN       TO       TO       TO
                            $5.00    $9.99   $14.99   $19.99


** LIBRARY TYPE: ACAD
** Subtotal **
  16   51   197     4625     0.01     0.08     0.19     0.19


** LIBRARY TYPE: HEAL
** Subtotal **
   5    7    99     5063     0.00     0.02     0.00     0.00


** LIBRARY TYPE: PLS
** Subtotal **
  13   51  1083   176859     0.15     0.11     0.11     0.32


** LIBRARY TYPE: PUBL
** Subtotal **
  64  214   940   134818     0.08     0.51     0.16     0.15


** LIBRARY TYPE: SCHO
** Subtotal **
   3    3    18      146     0.00     0.50     0.06     0.00


** LIBRARY TYPE: SPEC
** Subtotal **
   5    6    16      100     0.63     0.00     0.06     0.00


*** Total ***
 106  332  2353   321611     0.10     0.27     0.13     0.22
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.5 List Price of Items Sent Distribution [2B-15]
01/01/86

```
                 List Price of Items Sent
        Summary by Lending Library Type - Part 2 of 2

# OF # OF ITEMS   SQUARE     LIST     LIST     LIST     LIST
LIBS SAMP  SENT    ITEMS   $20.00   $25.00   $35.00     GRTR
                    SENT       TO       TO       TO    EQUAL
                           $24.99   $34.99   $49.99   $50.00


** LIBRARY TYPE: ACAD
** Subtotal **
  16   51   197     4625     0.17     0.03     0.23     0.11


** LIBRARY TYPE: HEAL
** Subtotal **
   5    7    99     5063     0.22     0.54     0.00     0.23


** LIBRARY TYPE: PLS
** Subtotal **
  13   51  1083   176859     0.02     0.01     0.00     0.28


** LIBRARY TYPE: PUBL
** Subtotal **
  64  214   940   134818     0.03     0.04     0.01     0.02


** LIBRARY TYPE: SCHO
** Subtotal **
   3    3    18      146     0.00     0.00     0.44     0.00


** LIBRARY TYPE: SPEC
** Subtotal **
   5    6    16      100     0.00     0.00     0.00     0.31


*** Total ***
 106  332  2353   321611     0.05     0.05     0.03     0.16
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.6 Publication Year Distribution for Items Sent [2B-11]
01/31/86

Publication Year for ILL Items Sent
Summary by Lending Library Type - Part 1 of 2

# OF LIBS	# OF SAMP	ITEMS SENT	SQUARE ITEMS SENT	1959 & BEFORE	1960 TO 1969	1970 TO 1979	1980	1981
** LIBRARY TYPE: 3R								
** Subtotal **								
3	22	71	2973	0.00	0.00	0.64	0.00	0.07
** LIBRARY TYPE: ACAD								
** Subtotal **								
83	399	1336	79612	0.15	0.12	0.28	0.03	0.03
** LIBRARY TYPE: HEAL								
** Subtotal **								
41	147	725	126803	0.01	0.01	0.11	0.21	0.03
** LIBRARY TYPE: OTHR								
** Subtotal **								
1	13	118	13924	0.38	0.08	0.23	0.00	0.00
** LIBRARY TYPE: PLS								
** Subtotal **								
17	164	928	132654	0.09	0.11	0.30	0.08	0.05
** LIBRARY TYPE: PUBL								
** Subtotal **								
113	418	1301	143729	0.11	0.07	0.32	0.04	0.04
** LIBRARY TYPE: SCHO								
** Subtotal **								
5	9	27	187	0.00	0.07	0.33	0.30	0.04
** LIBRARY TYPE: SPEC								
** Subtotal **								
17	56	138	2818	0.09	0.04	0.13	0.05	0.02
*** Total ***								
280	1228	4644	502700	0.11	0.08	0.27	0.07	0.04

```
2.  THE LIBRARY AS LENDER/REFERRAL AGENT
2.2 Distributions
2.2.6   Publication Year Distribution for Items Sent [2B-11]
01/31/86

            Publication Year for ILL Items Sent
        Summary by Lending Library Type - Part 2 of 2

# OF # OF ITEMS SQUARE     1982      1983      1984      1985
LIBS SAMP  SENT  ITEMS
                  SENT


** LIBRARY TYPE: 3R
** Subtotal **
   3   22    71   2973     0.09      0.00      0.11      0.09

** LIBRARY TYPE: ACAD
** Subtotal **
  83  399  1336  79612     0.10      0.07      0.13      0.09

** LIBRARY TYPE: HEAL
** Subtotal **
  41  147   725 126803     0.04      0.15      0.16      0.27

** LIBRARY TYPE: OTHR
** Subtotal **
   1   13   118  13924     0.08      0.15      0.08      0.00

** LIBRARY TYPE: PLS
** Subtotal **
  17  164   928 132654     0.03      0.10      0.11      0.13

** LIBRARY TYPE: PUBL
** Subtotal **
 113  418  1301 143729     0.06      0.07      0.17      0.13

** LIBRARY TYPE: SCHO
** Subtotal **
   5    9    27    187     0.15      0.00      0.04      0.07

** LIBRARY TYPE: SPEC
** Subtotal **
  17   56   138   2818     0.02      0.10      0.45      0.11

*** Total ***
 280 1228  4644 502700     0.06      0.09      0.15      0.14
```

```
2.  THE LIBRARY AS LENDER/REFERRAL AGENT
2.3 Item Sent by Lending Library - Time Between
    Request Date [2B-2] & Date Item Sent by Lending  Library
    [Survey Date, 2B-8=3] for:
2.3.1   All Libraries & All Requests
01/28/86

          Time in Days - Summary by Lending Library Type

# OF # OF  ITEMS   SQUARE        MEAN      SQUARE        ITEMS
LIBS SAMP  SENT    ITEMS         TIME       ITEMS         SENT
                    SENT                     SENT        * VAR
                                           *  VAR


** LIBRARY TYPE: 3R
** Subtotal **
   3   21     71     2973       12.21     8508.96      3853.63


** LIBRARY TYPE: ACAD
** Subtotal **
  76  395   1301    79321        5.22   222204.30     29131.24


** LIBRARY TYPE: HEAL
** Subtotal **
  32  148    839   136713        3.54   454907.07     13811.14


** LIBRARY TYPE: PLS
** Subtotal **
  12  116    870   131744       21.49  8885990.81    728058.76


** LIBRARY TYPE: PUBL
** Subtotal **
  88  419   1261   143593        5.75   250114.16     64186.71


** LIBRARY TYPE: SCHO
** Subtotal **
   1    5      5       25       10.20      333.50       333.50


** LIBRARY TYPE: SPEC
** Subtotal **
  15   68    145     2879        4.61     5123.60      2342.47


*** Total ***
 227 1172   4492   497248        8.30  9827182.40    841717.46
```

```
2.  THE LIBRARY AS LENDER/REFERRAL AGENT
2.3 Item Sent by Lending Library - Time Between
    Request Date [2B-2] & Date Item Sent by Lending  Library
    [Survey Date, 2B-8=3] for:
2.3.2   Requests Sent by Phone or Electronic
01/30/86

        Time in Days - Summary by Lending Library Type

# OF # OF  ITEMS   SQUARE       MEAN       SQUARE        ITEMS
LIBS SAMP  SENT     ITEMS       TIME        ITEMS         SENT
                     SENT                    SENT        * VAR
                                           *  VAR


** LIBRARY TYPE: 3R
** Subtotal **
   1    3     8        64       0.00         0.00         0.00


** LIBRARY TYPE: ACAD
** Subtotal **
  49  227  1081     74949       4.19    108506.75     11127.12


** LIBRARY TYPE: HEAL
** Subtotal **
  14   57   656    126982       1.96    190194.88      3619.93


** LIBRARY TYPE: PLS
** Subtotal **
   7   21   696    122910       1.58     51328.40       761.25


** LIBRARY TYPE: PUBL
** Subtotal **
  20   64   527    117049       2.10    376811.00      5120.00


** LIBRARY TYPE: SCHO
** Subtotal **
   1    4     5        25      11.25       509.90       407.92


** LIBRARY TYPE: SPEC
** Subtotal **
   5   19    61      1807       1.21       133.94        30.75


*** Total ***
  97  395  3034    443786       2.69    727484.86     21066.97
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.3 Item Sent by Lending Library - Time Between
Request Date [2B-2] & Date Item Sent by Lending Library
[Survey Date, 2B-8=3] for:
2.3.3 Lending/Borrowing Within Same System [2B-6=2]
01/28/86

Time in Days - Summary by Lending Library Type

# OF LIBS	# OF SAMP	ITEMS SENT	SQUARE ITEMS SENT	MEAN TIME	SQUARE ITEMS SENT * VAR	ITEMS SENT * VAR
** LIBRARY TYPE: ACAD ** Subtotal **						
34	151	583	35479	3.71	37025.92	4146.16
** LIBRARY TYPE: HEAL ** Subtotal **						
18	76	529	119667	3.00	176895.53	4178.30
** LIBRARY TYPE: PLS ** Subtotal **						
9	67	836	131254	20.82	12750880.79	614019.61
** LIBRARY TYPE: PUBL ** Subtotal **						
83	376	1221	143137	5.92	306439.90	64549.80
** LIBRARY TYPE: SCHO ** Subtotal **						
1	4	5	25	12.25	380.73	304.58
** LIBRARY TYPE: SPEC ** Subtotal **						
4	12	20	136	3.10	436.00	116.00
*** Total ***						
149	686	3194	429698	8.92	13272058.87	687314.45

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.3 Item Sent by Lending Library - Time Between
Request Date [2B-2] & Date Item Sent by Lending Library
[Survey Date, 2B-8=3] for:
2.3.4 Lending/Borrowing Within Same 3R Region [2B-6=3]
01/28/86

Time in Days - Summary by Lending Library Type

# OF LIBS	# OF SAMP	ITEMS SENT	SQUARE ITEMS SENT	MEAN TIME	SQUARE ITEMS SENT * VAR	ITEMS SENT * VAR
** LIBRARY TYPE: 3R ** Subtotal **						
3	18	71	2973	12.43	8508.96	3829.63
** LIBRARY TYPE: ACAD ** Subtotal **						
30	100	676	44594	3.79	82320.56	4992.55
** LIBRARY TYPE: HEAL ** Subtotal **						
12	45	278	16088	3.56	64737.86	5147.22
** LIBRARY TYPE: PLS ** Subtotal **						
6	25	631	119835	19.32	30553027.24	733576.77
** LIBRARY TYPE: PUBL ** Subtotal **						
3	10	36	560	4.13	1297.88	912.93
** LIBRARY TYPE: SPEC ** Subtotal **						
7	32	105	2617	3.54	1336.46	329.53
*** Total ***						
61	230	1797	186667	9.54	30711228.95	748788.64

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.3 Item Sent by Lending Library - Time Between
Request Date [2B-2] & Date Item Sent by Lending Library
[Survey Date, 2B-8=3] for:
2.3.5 Lending/Borrowing Outside Same 3R Region [2B-6=4,5]
01/28/86

Time in Days - Summary by Lending Library Type

```
# OF # OF  ITEMS   SQUARE          MEAN       SQUARE         ITEMS
LIBS SAMP   SENT   ITEMS           TIME        ITEMS          SENT
                    SENT                        SENT         * VAR
                                             *  VAR


** LIBRARY TYPE: 3R
** Subtotal **
   1    3      8       64          0.00         0.00          0.00


** LIBRARY TYPE: ACAD
** Subtotal **
  20   53    453    33219          6.19    320555.63      10702.87


** LIBRARY TYPE: HEAL
** Subtotal **
   3    9     62     1754          0.92       196.00         28.00


** LIBRARY TYPE: PLS
** Subtotal **
   1    2    209    43681          1.50     10920.25        104.50


** LIBRARY TYPE: PUBL
** Subtotal **
   3    9     56     1506          4.76       808.89        257.70


** LIBRARY TYPE: SPEC
** Subtotal **
   1    2      4       16          5.00        64.00         32.00


*** Total ***
  29   78    792    80240          4.37    332544.77      11125.07
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.4 Request Received by Lending Library - Time Between Request Date [2B-2] and Date Received by Lending Library [2B-4]
2.4.1 All Methods of Request Transmission
01/30/86

```
              Time in Days - Summary by Lending Library Type

# OF # OF  RQSTS   SQUARE          MEAN       SQUARE          RQSTS
LIBS SAMP  RECVD    RQSTS          TIME        RQSTS          RECVD
                    RECVD                      RECVD          * VAR
                                               * VAR
** LIBRARY TYPE: 3R
** Subtotal **
   7   85    414    31904          1.84      9268.52        1565.39


** LIBRARY TYPE: ACAD
** Subtotal **
  75  442   1586    93570          3.16    157391.99       24219.55


** LIBRARY TYPE: HEAL
** Subtotal **
  29  139    393    17989          2.44     52456.17       11908.59


** LIBRARY TYPE: OTHR
** Subtotal **
   1   45    486   236196          0.00         0.00           0.00


** LIBRARY TYPE: PLS
** Subtotal **
  18  308   2259   431215          2.19    100173.06       16144.13


** LIBRARY TYPE: PUBL
** Subtotal **
  85  395    984    32238          5.17    137204.63       29970.08


** LIBRARY TYPE: SCHO
** Subtotal **
   5   27     79     1711          0.64       724.75         190.00


** LIBRARY TYPE: SPEC
** Subtotal **
  12   57    103     1331          2.89      1723.37        1002.55


*** Total ***
 232 1498   6304   846154          2.72    458942.50       85000.30
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.4 Request Received by Lending Library - Time Between Request Date [2B-2] and Date Received by Lending Library [2B-4]
2.4.2 Request Sent by Telephone/Electronic [2B-7=6-10]
01/30/86

Time in Days - Summary by Lending Library Type

```
# OF # OF  RQSTS   SQUARE          MEAN       SQUARE        RQSTS
LIBS SAMP  RECVD    RQSTS          TIME        RQSTS        RECVD
                    RECVD                      RECVD        * VAR
                                               * VAR
** LIBRARY TYPE: 3R
** Subtotal **
   5   26    315    24483          1.26     15879.81      1417.26


** LIBRARY TYPE: ACAD
** Subtotal **
  54  289   1362    89426          2.54    122369.82     12292.39


** LIBRARY TYPE: HEAL
** Subtotal **
  11   51    318    17600          1.05      5148.95       565.40


** LIBRARY TYPE: OTHR
** Subtotal **
   1   40    486   236196          0.00         0.00         0.00


** LIBRARY TYPE: PLS
** Subtotal **
   7   49    792   130246          2.50    184592.51      5770.03


** LIBRARY TYPE: PUBL
** Subtotal **
  21   77    203     2987          0.34        72.50        72.50


** LIBRARY TYPE: SCHO
** Subtotal **
   3   19     57     1307          0.85       954.46       215.52


** LIBRARY TYPE: SPEC
** Subtotal **
   6   27     60      954          1.46       927.42       343.29


*** Total ***
 108  578   3593   503199          1.77    329945.46     20676.38
```

```
2.  THE LIBRARY AS LENDER/REFERRAL AGENT
2.4 Request Received by Lending Library - Time Between
    Request Date [2B-2] and Date Received by
    Lending Library [2B-4]
2.4.3   Request Sent by Non-Electronic [2B-7=1-5,11]
01/30/86

           Time in Days - Summary by Lending Library Type

# OF # OF  RQSTS   SQUARE       MEAN      SQUARE       RQSTS
LIBS SAMP  RECVD    RQSTS       TIME       RQSTS       RECVD
                    RECVD                  RECVD       * VAR
                                           * VAR
** LIBRARY TYPE: 3R
** Subtotal **
   7   59    414    31904       1.98    11013.27     1138.92


** LIBRARY TYPE: ACAD
** Subtotal **
  35  143    863    72575       5.27   264534.61    16590.26


** LIBRARY TYPE: HEAL
** Subtotal **
  26   82    372    17830       3.89   174179.61    19480.41


** LIBRARY TYPE: OTHR
** Subtotal **
   1    5    486   236196       0.00        0.00        0.00


** LIBRARY TYPE: PLS
** Subtotal **
  15  257   2139   425561       2.37   128617.17    17049.25


** LIBRARY TYPE: PUBL
** Subtotal **
  65  305    824    30132       6.09   136857.83    29605.78


** LIBRARY TYPE: SCHO
** Subtotal **
   2    7     22      404       0.18        4.00        4.00


** LIBRARY TYPE: SPEC
** Subtotal **
   6   29     43      377       5.02      869.12      672.33


*** Total ***
 157  887   5163   814979       3.32   716075.62    84540.94
```

```
2.  THE LIBRARY AS LENDER/REFERRAL AGENT
2.5 Item Sent by Lending Library - Time Between
    Date Request Received [2B-4] & Date Item Sent
    [Survey Date, 2B-8=3] for:
2.5.1   All Libraries
01/29/86

         Time in Days - Summary by Lending Library Type

# OF # OF  ITEMS  SQUARE       MEAN     SQUARE       ITEMS
LIBS SAMP  SENT   ITEMS        TIME      ITEMS        SENT
                   SENT                   SENT       * VAR
                                         * VAR
** LIBRARY TYPE: 3R
** Subtotal **
   3   21     71    2973       10.39   10574.42     4211.41


** LIBRARY TYPE: ACAD
** Subtotal **
  79  411   1328   79606        2.03   44884.83     7036.90


** LIBRARY TYPE: HEAL
** Subtotal **
  32  148    839  136713        0.23    4663.88     1171.05


** LIBRARY TYPE: PLS
** Subtotal **
  14  144    895  132057       17.75 8842863.19   724325.77


** LIBRARY TYPE: PUBL
** Subtotal **
  92  467   1284  143740        1.13   42116.41    11312.77


** LIBRARY TYPE: SCHO
** Subtotal **
   1    5      5      25        0.00       0.00        0.00


** LIBRARY TYPE: SPEC
** Subtotal **
  15   66    145    2879        2.75    7178.19     2270.11


*** Total ***
 236 1262   4567  497993        4.68 8952280.93   750328.02
```

```
2.  THE LIBRARY AS LENDER/REFERRAL AGENT
2.5 Item Sent by Lending Library - Time Between
    Date Request Received [2B-4] & Date Item Sent
    [Survey Date, 2B-8=3] for:
2.5.2   Lending/Borrowing Within Same System [2B-6=2]
01/29/86

         Time in Days - Summary by Lending Library Type

# OF # OF  ITEMS   SQUARE          MEAN        SQUARE          ITEMS
LIBS SAMP   SENT    ITEMS          TIME         ITEMS           SENT
                     SENT                        SENT          * VAR
                                                * VAR
** LIBRARY TYPE: ACAD
** Subtotal **
  35  154    610    35764          1.64     14843.84         1104.49


** LIBRARY TYPE: HEAL
** Subtotal **
  17   72    527   119663          0.16        45.79            9.88


** LIBRARY TYPE: PLS
** Subtotal **
  11   78    861   131567         16.15 12395443.65       598484.58


** LIBRARY TYPE: PUBL
** Subtotal **
  81  395   1227   143221          1.11     51047.50        11579.51


** LIBRARY TYPE: SCHO
** Subtotal **
   1    4      5       25          0.00         0.00            0.00


** LIBRARY TYPE: SPEC
** Subtotal **
   3   10     10       36          1.90        25.00           25.00


*** Total ***
 148  713   3240   430276          5.05 12461405.78       611203.46
```

2. THE LIBRARY AS LENDER/REFERRAL AGENT
2.5 Item Sent by Lending Library - Time Between
Date Request Received [2B-4] & Date Item Sent
[Survey Date, 2B-8=3] for:
2.5.3 Lending/Borrowing Within Same 3R Region [2B-6=3]
01/29/86

```
        Time in Days - Summary by Lending Library Type

# OF # OF  ITEMS   SQUARE        MEAN      SQUARE       ITEMS
LIBS SAMP   SENT    ITEMS        TIME       ITEMS        SENT
                     SENT                    SENT       * VAR
                                            * VAR
** LIBRARY TYPE: 3R
** Subtotal **
   3   18     71     2973       10.42    10595.76     4216.74


** LIBRARY TYPE: ACAD
** Subtotal **
  30   97    599    37895        1.15     6007.34      558.30


** LIBRARY TYPE: HEAL
** Subtotal **
  10   36    272    16068        0.74    23797.33     2556.00


** LIBRARY TYPE: PLS
** Subtotal **
   6   29    631   119835       16.92 31175260.05   752510.14


** LIBRARY TYPE: PUBL
** Subtotal **
   3   11     36      560        2.31        1.00        1.00


** LIBRARY TYPE: SPEC
** Subtotal **
   7   32    105     2617        1.09      218.47       61.50


*** Total ***
  59  223   1714   179948        7.30 31215879.96   759903.69
```

```
2.6 Item Returned to Lending Library - Time Between Date
        Date Item Sent [2B-16] & Date Item Returned [2B-18]
2.6.1   All Libraries
01/30/86

           Time in Days - Summary by Lending Library

# OF # OF  ITEMS   SQUARE         MEAN          SQUARE        ITEMS
LIBS SAMP  RETND    ITEMS         TIME         · ITEMS        RETND
                    RETND                        RETND        * VAR
                                               *  VAR


** LIBRARY TYPE: ACAD   .
** Subtotal **
  14   74    212     8148        33.63      675447.09   116575.95


** LIBRARY TYPE: HEAL
** Subtotal **
   2   12     18      164        19.26        5356.98     3667.73


** LIBRARY TYPE: PLS
** Subtotal **
   5   55    476    56036        81.39   412980366.92 50154270.70


** LIBRARY TYPE: PUBL
** Subtotal **
  16   60    136     1982        32.50      252661.05    50979.32


** LIBRARY TYPE: SCHO
** Subtotal **
   2    8     34      820        24.76       13778.93     3381.20


*** Total ***
  39  209    876    67150        58.77   413927610.97 50328874.90
```

3. LIBRARIES RESPONDING TO SURVEY

3Rs	LIBRARY.................		
REGION	SYSTEM	NAME	TYPE
Capital District			
CA		ADIRONDACK CC	ACAD
CA		ALB-SCHO-SCH B	SCHO
CA		ALBANY MED C L	HEAL
CA		ALBANY VA MED L	HEAL
CA		CAPITAL DIST LC	3R
CA		COL OF ST ROSE	ACAD
CA		DUDLEY OBSERV	SPEC
CA		ELLIS HOS MED L	HEAL
CA		FULTON-MONT CC	ACAD
CA		GE COMPANY L	SPEC
CA		HUDSON VAL C C	ACAD
CA		M HOS ALBANY	HEAL
CA		MARIA C L	ACAD
CA		MECHANICAL TECH	SPEC
CA		MO VALLEY L	PLS
CA		NY DEPT OF SS	SPEC
CA		NY STATE L	OTHR
CA		NYS DEPT HL L	SPEC
CA		NYS DEPT MEN HY	HEAL
CA		NYS DEPT MV L	SPEC
CA		NYS DIV CRIM J	SPEC
CA		NYS DIV OF E&A	SPEC
CA		R SAGE C	ACAD
CA		R SAGE C ALBANY	ACAD
CA		RENSSELAER P I	ACAD
CA		SAMARITAN HOS L	HEAL
CA		SARATOGA HOS L	HEAL
CA		SCHAFFER LAW AL	ACAD
CA		SCHEN CO CC L	ACAD
CA		SCHENECTADY CHE	SPEC
CA		SIENA C L	ACAD
CA		SKIDMORE C	ACAD
CA		ST MARYS H TROY	HEAL
CA		ST PETERS MED L	HEAL
CA		STERLING-WINTHR	SPEC
CA		SUNY A&T COB	ACAD
CA		SUNY ALBANY U L	ACAD

3Rs	LIBRARY.................		
REGION	SYSTEM	NAME	TYPE
	Mohawk Valley		
CA	MV	AMSTERDAM FR L	PUBL
CA	MV	CANAJOHARIE L	PUBL
CA	MV	COBLESKILL P L	PUBL
CA	MV	FROTHINGHAM F	PUBL
CA	MV	FT HUNTER FR L	PUBL
CA	MV	FT PLAIN F L	PUBL
CA	MV	GLOVERSVILLE FL	PUBL
CA	MV	JOHNSTOWN P L	PUBL
CA	MV	M B CUSHING L	PUBL
CA	MV	M REANEY MEM L	PUBL
CA	MV	SCHENECT CO P L	PUBL
	Southern Adirondack		
CA	SA	ARGYLE FR L	PUBL
CA	SA	CAMBRIDGE PUBLI	PUBL
CA	SA	CORINTH FR L	PUBL
CA	SA	CRANDALL L	PUBL
CA	SA	EASTON L	PUBL
CA	SA	GREENWICH FR L	PUBL
CA	SA	HORICON FR L	PUBL
CA	SA	HUDSON FALLS FL	PUBL
CA	SA	LK GEO-CALDWELL	PUBL
CA	SA	MECHANICVILLE L	PUBL
CA	SA	PEMBER L	PUBL
CA	SA	RAQUETTE LK L	PUBL
CA	SA	RICHARDS L	PUBL
CA	SA	S ADIRONDACK LS	PLS
CA	SA	SCHUYLERVILLE P	PUBL
CA	SA	STILLWATER FR L	PUBL
CA	SA	STONY CR FR L	PUBL
CA	SA	WATERFORD P	PUBL
CA	SA	WHITEHALL FR L	PUBL
	Upper Hudson		
CA	UH	ALBANY P L	PUBL
CA	UH	BERLIN FR TWN L	PUBL
CA	UH	BETHLEHEM P L	PUBL
CA	UH	CHENEY FR P L	PUBL
CA	UH	COHOES P L	PUBL
CA	UH	E GREENB COM L	PUBL
CA	UH	GUILDERLAND FR	PUBL
CA	UH	RAVENA FR L	PUBL
CA	UH	SANFORD TOWN L	PUBL
CA	UH	TROY P L	PUBL
CA	UH	UP HUDSON L FED	PLS
CA	UH	WATERVLIET P L	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................		
REG ION	SYS TEM	NAME	TYPE
CENTRO			
CE		ALLIED SYR L	SPEC
CE		AMA MITCHELL L	SPEC
CE		CAZENOVIA C L	ACAD
CE		CENTRO	3R
CE		COLGATE U L	ACAD
CE		CROUSE IRV M H	HEAL
CE		FAXTON HOSP L	HEAL
CE		HAMILTON C L	ACAD
CE		HAMILTON CM MEM	HEAL
CE		HERKIMER CO CC	ACAD
CE		LAUBACH LIT INT	SPEC
CE		LEMOYNE C L	ACAD
CE		MADISN ONEID	SCHO
CE		MARIA REG C L	ACAD
CE		MID-YORK L S	PLS
CE		MOHAWK V CC L	ACAD
CE		ONONDAGA C C	ACAD
CE		ROME AIR DEV L	SPEC
CE		ROME HOS L	HEAL
CE		ST ELIZ HOSP L	HEAL
CE		ST JOSEPHS HHC	HEAL
CE		ST LUKES MED L	HEAL
CE		SUNY A&T MORRIS	ACAD
CE		SUNY C OF T UT	ACAD
CE		SUNY CESF	ACAD
CE		SUNY UPST MED C	HEAL
CE		SYR COM G HOS L	HEAL
CE		SYRACUSE SUP C	SPEC
CE		UTICA COL L PLL	ACAD

3Rs	LIBRARY..................		
REG ION	SYS TEM	NAME	TYPE
	Mid-York		
CE	MY	BARNEVELD FR L	PUBL
CE	MY	BRIDGEWTR FR L	PUBL
CE	MY	C W CLARK MEM L	PUBL
CE	MY	CAMDEN L ASSN	PUBL
CE	MY	CANASTOTA P L	PUBL
CE	MY	CAZENOVIA P	PUBL
CE	MY	DE RUYTER FR L	PUBL
CE	MY	DEANSBORO L WTR	PUBL
CE	MY	DIDY-THOM L	PUBL
CE	MY	DOLGEV-MANH P L	PUBL
CE	MY	DUNHAM P L	PUBL
CE	MY	ERWIN L	PUBL
CE	MY	F J BASLOE L	PUBL
CE	MY	HAMILTON P L	PUBL
CE	MY	HOL PAT F L	PUBL
CE	MY	ILION FR P L	PUBL
CE	MY	JERVIS P L	PUBL
CE	MY	JORDONVILLE P	PUBL
CE	MY	KIRKLAND TOWN L	PUBL
CE	MY	LITTLE FALL P L	PUBL
CE	MY	MID YORK BKMB	PUBL
CE	MY	MIDDLEVILLE FR	PUBL
CE	MY	NEW HARTFRD P L	PUBL
CE	MY	NEW WOODSTOCK F	PUBL
CE	MY	NEWPORT P L	PUBL
CE	MY	NY MILLS P L	PUBL
CE	MY	OLD FORGE L	PUBL
CE	MY	ONEIDA P L	PUBL
CE	MY	POLAND P L	PUBL
CE	MY	PROSPECT	PUBL
CE	MY	SALISBURY	PUBL
CE	MY	SHERR-KEN FR L	PUBL
CE	MY	SULLIVAN FR L	PUBL
CE	MY	UTICA P L	PUBL
CE	MY	VERNON P L	PUBL
CE	MY	W WINFIELD L	PUBL
CE	MY	WATERVILLE P L	PUBL
CE	MY	WESTERN TOWN L	PUBL
	Onandaga		
CE	O	BALDWINSVILLE L	PUBL
CE	O	E SYRACUSE FR L	PUBL
CE	O	FAIRMOUNT COM L	PUBL
CE	O	LIVERPOOL P L	PUBL
CE	O	MANLIUS	PUBL
CE	O	MARCELLUS FR L	PUBL
CE	O	ONONDAGA CO P L	PLS
CE	O	ONONDAGA FR L	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
Long Island			
L		ADELPHI U	ACAD
L		BROOKHAVEN J L	SPEC
L		CARDION ELECT L	SPEC
L		COLD SPR HAR L	SPEC
L		DOWLING C L	ACAD
L		ESTEE LAUDER	SPEC
L		FAIRCHILD REP L	SPEC
L		GEN INST CORP L	SPEC
L		GLEN COVE HOSP	HEAL
L		HAZELTINE	SPEC
L		HILLSIDE P L	SCHO
L		HUMAN RES C	SPEC
L		HUNT HOSP MED L	HEAL
L		KLD ASSOC L	SPEC
L		LONG ISL L RES	3R
L		LONG ISL U POST	ACAD
L		MED RES L BRKLN	HEAL
L		MERCY HOS MED L	HEAL
L		MOLLOY C L	ACAD
L		NASSAU CC	ACAD
L		NEWSDAY L	SPEC
L		NY COLL OSTEO	HEAL
L		S NASSAU COM H	HEAL
L		SPERRY L GR NK	SPEC
L		SUFFOLK ACAD M	HEAL
L		SUFFOLK CO CC	ACAD
L		SUFFOLK CO CC E	ACAD
L		SUFFOLK CO CC W	ACAD
L		SUNY C O WESTBR	ACAD
L		SUNY STONY BRK	ACAD
L		SUNY STONY HSL	HEAL
L		SYOSSET HOSP L	HEAL
L		T D GREENLEY L	ACAD
L		VANDERBILT MUS	SPEC
L		VICON INDUST L	SPEC
L		WEBB INST NAV A	ACAD
L		WINTHROP U HOS	HEAL
	Nassau		
L	N	BAYVILLE F L	PUBL
L	N	BRYANT L	PUBL
L	N	E MEADOW	PUBL
L	N	ELMONT	PUBL
L	N	FLORAL PARK P L	PUBL
L	N	FRANKLIN SQ P	PUBL
L	N	GARDEN CITY P L	PUBL
L	N	GLEN COVE P L	PUBL
L	N	GREAT NECK L	PUBL
L	N	H WADINGER M L	PUBL
	Nassau (con't)		
L	N	HEMPSTEAD P L	PUBL
L	N	HEWL-WOOK P L	PUBL
L	N	ISL PARK P L	PUBL
L	N	ISL TREES P L	PUBL
L	N	N BELLMORE P L	PUBL
L	N	N MERRICK P L	PUBL
L	N	NASSUA L S	PLS
L	N	OY BAY-ENOR PL	PUBL
L	N	PLAIN-O BETH L	PUBL
L	N	PORT WASH PL	PUBL
L	N	ROCKVILLE C P L	PUBL
L	N	SEAFORD P L	PUBL
L	N	SHELTER ROCK P	PUBL
L	N	SHENENDEHOWA L	PUBL
L	N	SYOSSET PUBLIC	PUBL
L	N	W HEMP P L	PUBL
L	N	WANTAGH P L	PUBL
L	N	WESTBURY MEM PL	PUBL
L	N	WILLIST PK P L	PUBL
	Suffolk		
L	S	AMITYVILLE P L	PUBL
L	S	BABYLON P L	PUBL
L	S	BAY SH BRIDGE L	PUBL
L	S	BAYPORT BL PT L	PUBL
L	S	COLD SPR HAR L	PUBL
L	S	CONNEQUOT P L	PUBL
L	S	E ISUP P L	PUBL
L	S	E S CLARK M	PUBL
L	S	FISHERS ISL L	PUBL
L	S	HALF H H COM L	PUBL
L	S	HARBORFIELDS PL	PUBL
L	S	HUNTINGTON P L	PUBL
L	S	J JERMAIN M L	PUBL
L	S	LINDENHURST M L	PUBL
L	S	MAST-MOR-SHRL L	PUBL
L	S	MIDDLE ISL P L	PUBL
L	S	MONTAUK L	PUBL
L	S	NORTH BABYLON	PUBL
L	S	PATCH MED L	PUBL
L	S	PENINSULA P L	PUBL
L	S	PORT JEFFERSON	PUBL
L	S	RIVERHEAD FR L	PUBL
L	S	S HUNTING PL	PUBL
L	S	SAYVILLE L	PUBL
L	S	STHM ROGERS M L	PUBL
L	S	SUF COOP LIB SY	PLS
L	S	W BABYLON PL	PUBL
L	S	W ISLIP P L	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs REGION	SYSTEM	LIBRARY NAME	TYPE
METRO			
M		A EINSTEIN MED	HEAL
M		AM MUS N HIST	SPEC
M		BARUCH COL L	ACAD
M		BROOKDALE HOS L	HEAL
M		BROOKLYN C	ACAD
M		C FERGUSON M L	HEAL
M		CABRINI MED C L	HEAL
M		COL U TEACH C L	ACAD
M		COLUMBIA U	ACAD
M		CONCORDIA C L	ACAD
M		COOPER UN L	ACAD
M		CUNY GRAD & U C	ACAD
M		E SETON C L	ACAD
M		ENGINEERING SOC	SPEC
M		FED RES BANK L	SPEC
M		FLATBUSH G HOS	HEAL
M		FORD FOUND L	SPEC
M		GL & JW LEVY L	HEAL
M		GOLDWATER M H L	HEAL
M		H H LEHMAN C	ACAD
M		HAROLD FINK M L	HEAL
M		HUNTER C	ACAD
M		INST ECO STUD L	SPEC
M		INTERFAITH MED	HEAL
M		IONA C	ACAD
M		JOHN JAY C	ACAD
M		KINGSBR JMC L	HEAL
M		LAGUARDIA HOSP	HEAL
M		LAWRENCE HOSP L	HEAL
M		MAIMONIDES H L	HEAL
M		MAN SCH MUSIC L	ACAD
M		MANHATTAN C L	ACAD
M		MANHATTANSV C	ACAD
M		MARYKNOLL SEM L	ACAD
M		MARYMOUNT C	ACAD
M		MED ART CTR HOS	HEAL
M		METRO 3R	3R
M		METROPOL MUS L	SPEC
M		MT SAINT V COL	ACAD
M		MT VERNON HOS L	HEAL
M		N CNT BRONX HOS	HEAL
M		N ROCHELLE COL	ACAD
M		N Y C SCHO L S	SCHO
M		NEW SCH SOC RES	ACAD
M		NY BOT GARDEN L	SPEC
M		NY COLL POD MED	HEAL
M		NY HOS CORNELL	HEAL
M		NY MED C MSL	HEAL
M		NY SCH INT DES	ACAD
M		NY ZOO SOC L	SPEC
M		NYU	ACAD
M		NYU MED CTR L	HEAL
M		PACE LAW L	ACAD
M		PACE U HAYES	ACAD
M		PACE U L	ACAD
M		PACE U MORTOLA	ACAD
M		PENNISULA HOS L	HEAL
M		PLAN PAR FED L	SPEC
M		POLYT I OF NY	ACAD
M		PRATT INST	ACAD
M		PUTNAM/N W B	SCHO
M		QUEENS C L	ACAD
M		QUEENSB COM C	ACAD
M		ROCKEFELLER FND	SPEC
M		ROCKEFELLER UL	ACAD
M		ROOSEVELT HOS	HEAL
M		SARAH LAWR C	ACAD
M		SLEEPY H REST	SPEC
M		ST VINCENT RICH	HEAL
M		SUNY MARITIME C	ACAD
M		SUNY PURCHASE	ACAD
M		UNION THEO L	ACAD
M		VICTORY M HOS	HEAL
M		WAGNER C L	ACAD
M		WHITE PL HOSP L	HEAL
M		WOODHULL MED	HEAL
M		YESHIVA U CHUT	ACAD
M		YESHIVA U L	ACAD
M		YONKERS SCH L S	SCHO
M		YORK C L	ACAD

METRO continued on next page

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................			3Rs	LIBRARY..................		
REG ION	SYS TEM	NAME	TYPE	REG ION	SYS TEM	NAME	TYPE
METRO (con't)							
	Brooklyn						
M	BN	BROOKLYN P L	PLS				
	New York Public						
M	NY	NY P L BR	PUBL				
M	NY	NY PUBLIC	PLS				
	Queens Borough						
M	Q	QUEENS B P L	PLS				
	Westchester						
M	W	BEARCLIFF P L	PUBL				
M	W	BEDFORD HI FR L	PUBL				
M	W	BRONXVILLE P L	PUBL				
M	W	CHAPPAQUA L	PUBL				
M	W	CROTON-ON-HUD F	PUBL				
M	W	EASTCHESTER P L	PUBL				
M	W	GREENBURGH P L	PUBL				
M	W	HENDRICK HUDSON	PUBL				
M	W	JOHN CHART L	PUBL				
M	W	LARCHMONT P L	PUBL				
M	W	MAMARONECK FR L	PUBL				
M	W	MT KISCO P L	PUBL				
M	W	MT PLEASANT P L	PUBL				
M	W	MT VERNON P L	PUBL				
M	W	N CASTLE P L	PUBL				
M	W	PEEKSKILL FIELD	PUBL				
M	W	PELHAM P L	PUBL				
M	W	SCARSDALE L	PUBL				
M	W	SOMERS L	PUBL				
M	W	TUCKAHOE P L	PUBL				
M	W	WESTCHESTER L S	PLS				
M	W	WHITE PLAINS P	PUBL				
M	W	YONKERS P L	PUBL				

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
North Country			
N		CHAMP VLY PHY L	HEAL
N		CLINTON COM C	ACAD
N		JEFFERSON CC L	ACAD
N		MATER DEI C L	ACAD
N		MOSES-LUD HOS	HEAL
N		N COUNTRY 3R	3R
N		OGDENSBURG COR	SPEC
N		OSWEGO CO B	SCHO
N		P SMITH C L	ACAD
N		SAMAR KEEP HOME	HEAL
N		SARANAC GEN HOS	HEAL
N		SUNY A&T CANT	ACAD
N		SUNY OSWEGO PEN	ACAD
N		SUNY PLATTSBURG	ACAD
N		SUNY POTSDAM	ACAD
N		WADHAMS H SEM	ACAD

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
	Clinton-Essex-Franklin		
N	CEF	AKWESASNE L	PUBL
N	CEF	AUSABLE F F L	PUBL
N	CEF	BLACK WATCH M L	PUBL
N	CEF	CHATEAUGAY MEM	PUBL
N	CEF	CLINTON-ES-FRNK	PLS
N	CEF	ELIZABETHTOWN L	PUBL
N	CEF	MALONE CENT P L	PUBL
N	CEF	PAINE MEM FR L	PUBL
	North Country		
N	NC	ADAMS FR L	PUBL
N	NC	ALEXANDREA BAY	PUBL
N	NC	BLACK RIV FL	PUBL
N	NC	BODMAN M	PUBL
N	NC	BROWN GLN PK L	PUBL
N	NC	CANTON FR L	PUBL
N	NC	CAPE VINC COM L	PUBL
N	NC	CROSBY P L	PUBL
N	NC	EVANS MILLS P L	PUBL
N	NC	FLOWER M L	PUBL
N	NC	HAWN M L	PUBL
N	NC	LOWVILLE FR L	PUBL
N	NC	LYME FR L	PUBL
N	NC	MASSENA P L	PUBL
N	NC	N COUNTRY P L	PLS
N	NC	OGDENSBURG P L	PUBL
N	NC	OSWEGO CITY L	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................		
REG ION	SYS TEM	NAME	TYPE
Rochester			
R		B G BIBBY L	HEAL
R		B MONROE #1	SCHO
R		CANADAIGUA VA H	HEAL
R		CENTER GOVT RES	SPEC
R		DRAKE L	ACAD
R		E C MINER L	HEAL
R		EASTMAN	SPEC
R		EASTMAN KODAK	SPEC
R		FINGER LAKES CC	ACAD
R		G EASTMAN HOUSE	SPEC
R		GENESEE HOS HSL	HEAL
R		H&W SMITH C L	ACAD
R		LIV-ST-WYO B	SCHO
R		MOBIL CHEM L	SPEC
R		MONROE CC L	ACAD
R		MONROE COM HOSP	HEAL
R		MONROE DEV L	HEAL
R		MONROE ORL BOCE	SCHO
R		NAZARETH C L	ACAD
R		PARK RIDGE HOS	HEAL
R		PENWALT RES L	SPEC
R		ROBERTS WESL C	ACAD
R		ROCHEST G&E TIC	SPEC
R		ROCHEST M & SC	SPEC
R		ROCHESTER 3R	3R
R		ROCHESTER SCH L	SCHO
R		SIBLEY MUS L	SPEC
R		ST J FISHER C L	ACAD
R		ST MARYS HOS L	HEAL
R		STRONG MUS L	SPEC
R		SUC GENESEO MIL	ACAD
R		U ROCHESTER	ACAD
R		WALLACE M L	ACAD
R		WERNER H S L	HEAL
R		WILLIAMS H SCI	HEAL
R		XEROX	SPEC

3Rs	LIBRARY..................		
REG ION	SYS TEM	NAME	TYPE
	Pioneer		
R	P	ALLENS HILL L	PUBL
R	P	BRIGHTON MEM L	PUBL
R	P	CALEDONIA L	PUBL
R	P	CHILI P L	PUBL
R	P	DANSVILLE P L	PUBL
R	P	E BLOOMFIELD P	PUBL
R	P	FAIRPORT P L	PUBL
R	P	GALEN FR L	PUBL
R	P	GATES P L	PUBL
R	P	GREECE P L LOW	PUBL
R	P	GREECE PUBLIC	PUBL
R	P	IRONDEQUOIT L W	PUBL
R	P	LYONS SCH D P L	PUBL
R	P	MACEDON P L	PUBL
R	P	MAPLEWOOD COM L	PUBL
R	P	MARION P L	PUBL
R	P	MENDON P L	PUBL
R	P	MT MORRIS L	PUBL
R	P	NEWARK P L	PUBL
R	P	OGDEN FARMERS L	PUBL
R	P	ONTARIO P L	PUBL
R	P	PADDY HILL P	PUBL
R	P	PALMYRA K D L	PUBL
R	P	PENFIELD P L	PUBL
R	P	PHELPS COM MEM	PUBL
R	P	RED CREEK FR L	PUBL
R	P	ROCHESTER P CHR	PUBL
R	P	ROCHESTER P PUL	PUBL
R	P	ROCHESTER P SAV	PUBL
R	P	ROCHESTER PL CE	PUBL
R	P	ROCHESTER PL DS	PUBL
R	P	ROSE FR L	PUBL
R	P	SCOTTSVL FR L	PUBL
R	P	SEYMOUR L BROCK	PUBL
R	P	SODUS FR L	PUBL
R	P	SULLY BR L	PUBL
R	P	WADSWORTH L GEN	PUBL
R	P	WILLIAMSON P L	PUBL
R	P	WINTON BR L	PUBL
R	P	WOOD L	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY...................		
REGION	SYSTEM	NAME	TYPE
South Central			
SC		20TH CENT C L	SPEC
SC		ALFRED U L	ACAD
SC		ALLIED ENG L	SPEC
SC		ARN-OGD HOSP L	HEAL
SC		AUBURN M HOS L	HEAL
SC		BROOM CC	ACAD
SC		BROOME DEVELOPM	SPEC
SC		BROOME-DEL-TIOG	SCHO
SC		CAYUGA CO CC	ACAD
SC		CHENANGO M HOS	HEAL
SC		CORNELL U AES	ACAD
SC		CORNELL U FLWR	ACAD
SC		CORNELL U MANN	ACAD
SC		CORNELL U OLIN	ACAD
SC		CORNING COM C	ACAD
SC		DELAWR-CHEN-B	SCHO
SC		ELMIRA C L	ACAD
SC		HARTWICK C L	ACAD
SC		HINKLE M L	ACAD
SC		IBM ENDICOTT	SPEC
SC		ITHACA C L	ACAD
SC		KEUKA C L	ACAD
SC		LOURDES HOSP L	HEAL
SC		M I BASSETT HOS	HEAL
SC		NORWICH EATON	SPEC
SC		NYS HIST ASSN L	SPEC
SC		NYS SCHO ILR	ACAD
SC		NYS SUPR CT L	SPEC
SC		NYSEG CORP L	SPEC
SC		RAKOW L	SPEC
SC		S CENTRAL 3RS	3R
SC		SINGER/LF SIM	SPEC
SC		SOL/SAIL M HOS	HEAL
SC		SOUTH TIER L S	PLS
SC		SOUTHWORTH L	PUBL
SC		ST JOS HOSP L	HEAL
SC		SUNY A&T DEHLI	ACAD
SC		SUNY BING	ACAD
SC		SUNY CORTLAND	ACAD
SC		SUNY ONEONTA ZB	ACAD
SC		THE HOS SIDNEY	HEAL
SC		TOMP CORT COM C	ACAD
SC		UHS/BING G H	HEAL
SC		UHS/WILSON HOS	HEAL
SC		W J HOUGHTON	ACAD
SC		WELLS C	ACAD

3Rs	LIBRARY...................		
REGION	SYSTEM	NAME	TYPE

South Central
continued on next page

3. LIBRARIES RESPONDING TO SURVEY (con't)

South Central (con't)

Four County

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
SC	4C	ANDES P L	PUBL
SC	4C	BROOME CO PL	PUBL
SC	4C	CATLIN M L	PUBL
SC	4C	CHERRY VALLEY M	PUBL
SC	4C	DEPOSIT FR L	PUBL
SC	4C	EDMESTON FR L	PUBL
SC	4C	FAIRVIEW L	PUBL
SC	4C	FOUR CO L S	PLS
SC	4C	G F JOHNSON M	PUBL
SC	4C	GILBERTSVILLE L	PUBL
SC	4C	GUERNSEY M L	PUBL
SC	4C	HARRIS M L	PUBL
SC	4C	HUNTINGTON M L	PUBL
SC	4C	KINNEY M L	PUBL
SC	4C	LISLE FR L	PUBL
SC	4C	MILFORD FR L	PUBL
SC	4C	MOORE MEM L	PUBL
SC	4C	NEW BERLIN L	PUBL
SC	4C	OXFORD MEM L	PUBL
SC	4C	RICHF SPRGS P L	PUBL
SC	4C	S NEW BERL FR L	PUBL
SC	4C	SIDNEY MEM P L	PUBL
SC	4C	STAMFORD V L	PUBL
SC	4C	VESTAL P L	PUBL
SC	4C	VILL L OF COOP	PUBL
SC	4C	VILLAGE L MOR	PUBL
SC	4C	WB OGDEN FR L	PUBL
SC	4C	WORCISTER FR L	PUBL
SC	4C	YOUR HOME P L	PUBL

Chemung-Southern Tier

SC	CST	ANGELICA FR L	PUBL
SC	CST	AVOCA FR L	PUBL
SC	CST	HORSEHEADS F L	PUBL
SC	CST	PENN YAN P L	PUBL
SC	CST	SCIO FR L	PUBL
SC	CST	STEELE M L	PUBL

Finger Lakes

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
SC	FL	BERKSHIRE FR L	PUBL
SC	FL	COBURN FR L	PUBL
SC	FL	CORTLAND FR L	PUBL
SC	FL	FAIRHAVEN P L	PUBL
SC	FL	FINGER LAKES LS	PLS
SC	FL	GROTON P L	PUBL
SC	FL	SEYMOUR L	PUBL
SC	FL	SPENCER L	PUBL
SC	FL	TOMPKINS CO P L	PUBL
SC	FL	ULYSSES PHILO L	PUBL
SC	FL	WATERLOO L	PUBL
SC	FL	WAVERLY FR L	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
Southeastern			
SE		ASTOR HOME L	SPEC
SE		AVON PRODUCTS	SPEC
SE		BENEDICTINE HOS	HEAL
SE		C D SCHWARTZ L	HEAL
SE		COL U HOSP NURS	ACAD
SE		COLUMBIA U HSL	HEAL
SE		CRAWFORD M L	SPEC
SE		CUL INST AMER L	SPEC
SE		DOMINICAN C L	ACAD
SE		DUTCHESS CC	ACAD
SE		GREENE C C	ACAD
SE		H HAYES HOS	HEAL
SE		I N WOLFSON L	SPEC
SE		IBM L	SPEC
SE		INTL PAPER CO L	SPEC
SE		J MILLET L	HEAL
SE		KINGSTON HOS	HEAL
SE		MARIST C	ACAD
SE		MID HUDSON L S	PLS
SE		MT ST MARY C L	ACAD
SE		N DUTCH HOS L	HEAL
SE		NYACK C L	ACAD
SE		ORANGE CO CC	ACAD
SE		ROCKLAND COM C	ACAD
SE		SE BIBLIO CTR	3R
SE		ST FRANCIS HOS	HEAL
SE		ST FRANCIS HSL	HEAL
SE		ST THOM AQ C	ACAD
SE		SULLIV CO COM C	ACAD
SE		SULLIVAN GEN HS	HEAL
SE		SUNY NEW PALTZ	ACAD
SE		ULSTER CO C C	ACAD
SE		US MIL ACAD L	ACAD
SE		VASSAR BRO HOSP	HEAL
SE		VASSAR C L	ACAD
SE	MH	A & H FISH L	PUBL
SE	MH	ADRIANCE M L	PUBL
SE	MH	AMENIA F L	PUBL
SE	MH	BREWSTER P L	PUBL
SE	MH	CATSKILL P L	PUBL
SE	MH	DOVER PLAINS L	PUBL
SE	MH	E FISHKILL C L	PUBL

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
	Mid-Hudson		
SE	MH	GERMANTOWN L	PUBL
SE	MH	GREENVILLE P L	PUBL
SE	MH	GRINNELL L	PUBL
SE	MH	HAINES F FR L	PUBL
SE	MH	HIGHLAND FR L	PUBL
SE	MH	HILLSDALE P L	PUBL
SE	MH	HYDE PARK FR L	PUBL
SE	MH	KENT FR P L	PUBL
SE	MH	KINGSTON AREA L	PUBL
SE	MH	LA GRANGE L	PUBL
SE	MH	MARLBORO FR L	PUBL
SE	MH	MILLBROOK L	PUBL
SE	MH	MILLERTON FR	PUBL
SE	MH	MONROE BRANCH L	PUBL
SE	MH	PLEAS V FR L	PUBL
SE	MH	PT EWEN L	PUBL
SE	MH	RED HOOK P L	PUBL
SE	MH	REED M L	PUBL
SE	MH	S H HALLOCK FR	PUBL
SE	MH	STAATSBURG L SO	PUBL
SE	MH	STANFORDVILLE	PUBL
SE	MH	STARR L	PUBL
SE	MH	STONE RIDGE L	PUBL
SE	MH	VALATIE FR L	PUBL
SE	MH	WINDHAM P L	PUBL
SE	MH	WOODSTOCK L	PUBL
	Ramapo Catskill		
SE	RC	CRAGSMOOR FR L	PUBL
SE	RC	DELAWARE FR-CAL	PUBL
SE	RC	FINKELSTEIN M L	PUBL
SE	RC	MONROE FR L	PUBL
SE	RC	MONTGOMERY FR L	PUBL
SE	RC	NEWBURGH F L	PUBL
SE	RC	RAM CATS L S	PLS
SE	RC	SLOATSBURG P L	PUBL
SE	RC	SUFFERN FR L	PUBL
SE	RC	TUXEDO PARK L	PUBL
SE	RC	WALLKILL P L	PUBL
SE	SA	BALLSTON SPA PL	PUBL
SE	SA	BRNT H-BALST LK	PUBL
SE	SA	SARATOGA SPR PL	PUBL

3. LIBRARIES RESPONDING TO SURVEY (con't)

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
Western			
W		ALBR-KNOX MUS L	SPEC
W		ANDCO L	SPEC
W		BUF & E C HIST	SPEC
W		BUFFALO COLOR L	SPEC
W		BUFFALO GEN HOS	HEAL
W		CHRIST KING SEM	ACAD
W		D'YOUVILLE C L	ACAD
W		DAEMEN COLLGE L	ACAD
W		ECO & ENVIRON L	SPEC
W		ERIE CC N	ACAD
W		ERIE CC S	ACAD
W		GENESEE COM C	ACAD
W		GENESEE MEM MED	HEAL
W		GRAPHIC CTRLS L	SPEC
W		JAMESTN COM C L	ACAD
W		KEN MERCY HOS L	HEAL
W		LK SHORE HOS	HEAL
W		MEDAILLE C L	ACAD
W		MOORE RES CTR L	SPEC
W		MT ST MARYS	HEAL
W		NIAGARA CO CC	ACAD
W		NIAGRA U	ACAD
W		NIOGA L S	PLS
W		NIOGA L S LOC B	PLS
W		OCCID INFO CTR	SPEC
W		RES I ALCOHOL	SPEC
W		ROSWELL PK M I	HEAL
W		SCOTT AVIATION	SPEC
W		SHERIDAN PK HOS	HEAL
W		SPENC KELLOGG L	SPEC
W		ST BONAVENTURE	ACAD
W		ST FRANCIS HOS	HEAL
W		ST JER HOSP L	HEAL
W		ST VLADIMIR SEM	ACAD
W		SUNY BUFF HSL	HEAL
W		SUNY C A&T BUFF	ACAD
W		SUNY FREDONIA L	ACAD
W		TROCAIRE C L	ACAD
W		W NY LIB RES C	3R
W		WCA HOS HSL	HEAL

3Rs	LIBRARY..................		
REGION	SYSTEM	NAME	TYPE
	Buffalo & Erie		
W	BE	BOSTON FR L	PUBL
W	BE	BUF & ERIE C PL	PLS
W	BE	CLEARFIELD L	PUBL
W	BE	EAST AURORA LIB	PUBL
W	BE	EDEN FR L	PUBL
W	BE	ELMA P L	PUBL
W	BE	EWELL FR L	PUBL
W	BE	GRAND ISC MEM	PUBL
W	BE	HAMBURG P L	PUBL
W	BE	LACKAWANNA P L	PUBL
W	BE	LANCASTER P L	PUBL
W	BE	ORCHARD PK P L	PUBL
W	BE	T TONAWANDA PL	PUBL
W	BE	TONAWANDA PL	PUBL
W	BE	W SENECA P L	PUBL
	Chautauqua-Cattaraugus		
W	CC	CHAUT-CATTAR LS	PLS
W	CC	CLFR CRK FR L	PUBL
W	CC	FLUVANNA FR L	PUBL
W	CC	J PRENDERGAST L	PUBL
W	CC	LAKEWOOD M	PUBL
W	CC	M E SEYMOUR L	PUBL
W	CC	OLEAN P L	PUBL
W	CC	PORTVILLE FR L	PUBL
W	CC	SHERMAN FR L	PUBL
	Nioga		
W	NIO	MIDDLEPORT FR L	PUBL
W	NIO	HAXTON MEM L	PUBL
W	NIO	HOLLEY COMM F L	PUBL
W	NIO	LEE-WHEDON MEM	PUBL
W	NIO	LEWISTON P L	PUBL
W	NIO	N TONAWANDA P L	PUBL
W	NIO	NEWFANE F L	PUBL
W	NIO	NIAGARA F P L	PUBL
W	NIO	PAVILION P L	PUBL
W	NIO	RANSOMVILLE L	PUBL
W	NIO	RICHMOND M L	PUBL
W	NIO	SANB-PEKIN FR L	PUBL
W	NIO	WOODWARD MEM L	PUBL
W	NIO	YATES COM L	PUBL
W	NIO	YOUNGSTOWN FR L	PUBL

4. SURVEY INSTRUMENT

RINGGOLD
MANAGEMENT
SYSTEMS INC.

BOX 368
BEAVERTON, OR.
97075-0368
(503) 645-3502

23 September 1985

Dear Librarian:

PLEASE HELP US

The New York State Library has arranged for us to redesign InterLibrary Loan (ILL) as it takes place throughout the state. Although there are some two million ILL loans in the state annually, much is unknown that is pertinent to ILL redesign, e.g., the time it takes to satisfy an ILL request, and the fill rate.

With the exception of individual school libraries,

ALL LIBRARIES, SYSTEMS, 3R'S AND OTHER REFERRAL CENTERS

PARTICIPATE IN A SURVEY OF ONE DAY'S ILL ACTIVITY ON

OCTOBER 31, 1985

Your cooperation in obtaining this "activity snapshot" of present ILL operations is very important to the redesign effort. The date was chosen to coincide with the SUNY Interlibrary Loan Snapshot Survey.

TRY IT - IT'S EASIER THAN IT LOOKS

Please have your ILL staff try out the survey forms. While they've been tested and are mostly self-explanatory, detailed instructions are also included. Then, if you have questions, call Ken Anderson between 9:30 a.m. and 12:00 noon EDT, from 21 - 25 October, at 206-937-2358.

To minimize staff effort, the ILL transactions are counted and a sampling approach is used for the detailed information.

PLEASE RETURN THE COMPLETED SURVEY FORMS ON

NOVEMBER 1, 1985.

Thank you for your help in this effort.

Sincerely,

Ralph M. Shoffner

Dr. Ralph M. Shoffner
President

Encl: ILL SURVEY FORMS AND INSTRUCTIONS

1. OVERVIEW

PLEASE REPORT ON WHATEVER ILL ACTIVITIES YOU CARRY OUT DURING THE SURVEY, YOUR BORROWING, YOUR LENDING AND YOUR REFERRAL ACTIVITY.

BEFORE YOU START, please make copies of the forms in case you need any extras. Please print clearly using a black pen.

Record your data on two sets of forms - one for borrowing, one for lending and referral. Each set has a summary form and a sample form. For the summary form, count and record ILL activity in the processing categories indicated. For the sample form, select a sample of individual ILL requests from the activity categories that you count and record the desired information. If there is no activity in a given category during the survey, record a zero count for the category and do not sample for it.

In the instructions and the forms, the character "#" stands for the word "number", e.g., REQUEST # means REQUEST NUMBER.

NO LATER THAN NOVEMBER 1, PLEASE:

1. collect all survey forms (not the instructions),
2. number all pages of the survey forms,
3. make and keep a copy of all the survey forms,
4. staple the survey forms together, and
5. send the completed survey forms to:

Ringgold Management Systems
ATTN: Kenneth Anderson
P.O. Box 368
Beaverton, OR 97075

2. SELECTING THE SAMPLES

Count the activity in each category as it occurs. Include the first five requests or items that you process for each category. If you process fewer than ten, you're done; for ten or more, include the 10th request or item, the 20th, etc. That is, include a request or item each time the total count ends in a 0.

The following are examples of activity levels and sample sizes:

Category	Activity Level	Sample Size
BORROWING FORMS		
1. Initiating requests to borrow	14	6
2. Receiving materials to fill	20	7
3. Receiving cancellations	3	3
4. Notifying individuals	0	0
5. Circulating items to individuals	30	8
6. Checking in returned items	100	15
7. Returning borrowed materials	54	10
LENDING/REFERRAL FORMS		
1. Receiving requests	348	39
2. Processing requests	123	17
3. Sending material to fill requests	99	14
4. Processing ILL items returned	231	28

3. PROCEDURE FOR BORROWING ACTIVITY

A library fills out "BORROWING" forms only for activity relating to requests that it initiated. "BORROWING" includes seven categories of activity given in Section 2 above. Use the forms in SET 1 to record the activity counts and the data from the sampled items for these activities.

3.1 ILL SURVEY FORM 1A - BORROWING SUMMARY:

1. Fill out the header information: LIBRARY NAME, TYPE OF LIBRARY, and NAME and PHONE (including the area code) of the contact person for any follow-up questions about the survey data.

2. Record the total # of requests or items processed in each of the seven categories on survey day. Note that the receipt of materials is divided into a count for materials which are to be returned to the lending library and one for photocopies or other formats which are not returned.

3.2 ILL SURVEY FORM 1B - BORROWING SAMPLE:

1. Fill in your LIBRARY NAME in the header first. Samples are collected and information recorded for each of seven different activities. If these activities are performed in different locations, you should make a copy of Form 1B for each location. Also, depending on the activity volume in a given location, you may need additional forms to record all of your sampled items.

2. One page of Form 1B handles five samples, one in each of the numbered columns. Not all of the twenty data elements given down the left-hand side apply to all categories of samples. For a given request, "fill in what you know".

Elements 1-9 pertain to all requests. Note especially Element 4, ACTIVITY. The seven choices here correspond to the seven categories for which summary information was requested on Form 1A. Depending on the ACTIVITY chosen, you will then fill in some or all of the remaining elements (Elements 10-20).

For example: In notifying an individual that an ILL item he/she previously requested is now available, fill in as much of the Element 1-9 information as you know, including a value of 4 ("notify indiv") for Element 4, ACTIVITY, and either a 1 ("filled, item") or a 2 ("filled, photo") for Element 7, STATUS, to describe how the request was (previously) filled. Continue down the column, filling out Elements 10-12, which describe how that item was previously delivered from the lending library. Finally, complete Elements 13-14, which specify the particulars of the notification action. You stop there, since none of the actions below that ("circulate item", "check-in", or "return to lending library") apply to this situation.

For a more detailed explanation of the data elements, refer to APPENDIX - LIST OF SAMPLING DATA ELEMENTS".

4. PROCEDURE FOR LENDING/REFERRAL ACTIVITY

"LENDING/REFERRAL" includes four categories of activity, given in Section 2 above. Use the forms in SET 2 to record the activity counts and the data from the sampled items for these activities.

4.1 ILL SURVEY FORM 2A - LENDING/REFERRAL SUMMARY:

1. Fill out the header information: LIBRARY NAME, and NAME and PHONE (including the area code) of the contact person for any follow-up questions about the survey data.

2. Record the total # of requests or items processed in each of the four categories on survey day.

4.2 ILL SURVEY FORM 2B - LENDING/REFERRAL SAMPLE:

1. Fill in your LIBRARY NAME in the header first. Samples are collected and information recorded for each of four different activities. If these activities are performed in different locations, you should make a copy of Form 2B for each location. Also, depending on the activity volume in a given location, you may need additional forms to record all of your sampled items.

2. One page of Form 2B handles five samples, one in each of the numbered columns. Not all of the nineteeen data elements given down the left-hand side apply to all categories of samples. For a given request, "fill in what you know".

Elements 1-9 pertain to all requests. Note especially Element 8, ACTIVITY. The four choices here correspond to the four categories for which summary information was requested on Form 2A. Depending on the ACTIVITY chosen, you will then fill in some or all of the remaining elements (Elements 10-19).

For example: If you are sending material to fill a request, fill in as much of the Element 1-9 information as you know, including a value of "3" ("send material") for Element 8, ACTIVITY, and either 1 ("filled, item") or 2 ("filled, photo") for Element 9, STATUS. Continue down the column, filling out Elements 11-15, which describe the item. Finally, complete Elements 16-17, which specify the particulars of the material delivery. You stop there, since Elements 18-19 pertain to a "process returned item" action, and do not apply.

For a more detailed explanation of the data elements, refer to APPENDIX - LIST OF SAMPLING DATA ELEMENTS.

APPENDIX - LIST OF SAMPLING DATA ELEMENTS

ITEM NAME	ITEM # ON FORM		EXPLANATION
	1B	2B	
REQUEST #	1	1	Record any control or id # you normally assign to the request.
REQUEST DATE	2	2	Record the date the request originated.
BORROWING LIBRARY	-	3	Record the name of the library originating the request. Use any abbreviations you commonly use.
DATE REQUEST RECEIVED	-	4	If known, record the date the request was received at this library.
REQUEST TYPE	3	5	If known, enter whether the request is for a known item and location, a known item but unknown location, or an unknown item, i.e., a request by subject.
THIS LIBRARY'S RELATION TO REQUESTING LIB	-	6	Enter a choice to describe the relation of the library currently processing the request to the requesting library. Use the closest relationship, e.g., members of OCLC, RLIN, or other such groups should use 2 (same system).
HOW REQUEST RECEIVED	-	7	Enter a choice to indicate the method used to transmit the request to your location. Some methods may not apply because the codes are the same as for sending and receiving materials.
ACTIVITY	4	8	If more than one activity is performed on the same request or item during the sample period, record them separately, but only if they are to be included according to the sampling instructions. Activity categories are given above in Section 2.
WHERE SEARCHED?	5	-	Enter multiple choices indicating which resources were used in verifying or searching for location.

APPENDIX - LIST OF SAMPLING DATA ELEMENTS (con't)

ITEM NAME	ITEM # ON FORM 1B	 2B	EXPLANATION
# LOCS FOUND	6	-	If the request was searched, enter the the number of locations found for the item. If none found, enter a zero; if 10 or greater, enter "G".
STATUS	7	9	Enter choice to indicate the STATUS of the request. If the ACTIVITY changes the STATUS, record the STATUS after the ACTIVITY taken above. Be sure to enter the correct "fill" STATUS for requests that were previously filled and are now in "downstream" categories like "notify indiv" or "circulate". If the request is not going to be filled, use "cancel".
HOW REQUEST SENT?	8	-	Enter the method used to transmit an originating request to the next location. Some methods may not apply because the codes are the same as for sending and receiving materials.
LENDING LIB	9	10	If known, enter the name of the library lending the item. Use any abbreviations in common use.
DATE ITEM SENT BY LENDING LIB	10	-	If known, enter the date the item was sent by the lending library.
HOW DELIVERED?	11	-	Enter a choice indicating the method used to transmit the item from the lending to the borrowing library. Some methods may not apply because the codes are the same as for sending and receiving requests.
DATE ITEM RCVD	12	-	Enter the date the item was received at the borrowing library.
PUBL YEAR	-	11	Enter item's year of publication.
FORMAT	-	12	Enter choice giving the format of the item. Record microfiche, microfilm or any other microform products as a "2".
CLASS TYPE	-	13	Enter choice for the classification system of the item's call number.

APPENDIX - LIST OF SAMPLING DATA ELEMENTS (con't)

ITEM	ITEM # ON FORM		EXPLANATION
NAME	1B	2B	
CLASS #	-	14	Enter the call number of the item.
LIST PRICE	-	15	Enter the list price of the item.
DATE ITEM SENT TO REQUESTING LIB	-	16	When you fill a request (or you process a returned item that was previously-lent and is being returned), enter the date the item was sent to the borrowing library.
HOW SENT?	-	17	When you fill a request (or you process a returned item that was previously-lent), indicate what method was used to transmit the item to the borrowing library. Some methods may not apply because the codes are the same as for sending and receiving requests.
DATE RETURNED BY BORROWING LIB	-	18	When you process a returned item that was previously-lent, enter the date it left the borrowing library, if known.
DATE RECEIVED BY LENDING LIB	-	19	When you process a returned item that was previously-lent, enter the date you received it.
DATE INDIVIDUAL NOTIFIED	13	-	When you notify an individual of the availibility of an item (or whenever material circulates, is checked in, or returned to the lending library), enter the date the individual was notified.
HOW NOTIFIED?	14	-	When you notifiy an individual in any of the above circumstances, enter the method of notification. Some methods may not apply because the codes are the same as for sending and receiving materials.
DATE ITEM LENT TO INDIVIDUAL	15	-	When you circulate material to an individual (or whenever you check-in or return circulated material to the lending library), enter the date the item was lent to the individual. If the item is "in library use", only the first use is included in the survey.

APPENDIX - LIST OF SAMPLING DATA ELEMENTS (con't)

ITEM NAME	ITEM # ON FORM 1B	 2B	EXPLANATION
HOW DELIVERED?	16	-	Whenever an item is, or was previously, lent to an individual, enter method used to deliver it to the individual. Some methods may not apply because the codes are the same as for sending and receiving requests.
DATE ITEM RETURNED BY INDIV	17	-	When you check-in material that has circulated (or whenever you return previously-borrowed material to a lending library), enter the date the item was returned by the individual.
DID ITEM CIRCULATE? (Y/N)	18	-	Whenever you return borrowed material to a lending library, enter a Y ("yes") or N ("no") to indicate if it actually was in circulation.
DATE RETURNED TO LENDING LIB	19	-	Whenever you return borrowed material to a lending library, enter the date you return the material to that location.
HOW RETURNED?	20	-	Whenever you return borrowed material to a lending library, enter the method used to return it. Some methods may not apply because the codes are the same as for sending and receiving requests.

ILL SURVEY FORM 1A - BORROWING SUMMARY - 10/31/85

LIBRARY NAME______________________________________ PAGE_____ OF_____

TYPE OF LIBRARY____
public/academic/school/special/health/other

NAMEOFCONTACTPERSON___________________________ PHONE________________

INSTRUCTIONS

Please enter the counts of activity on the survey day in the categories below. If you do not engage in ILL activity in one of these categories or there is no activity during the survey, enter a zero in the space provided for that count.

For additional information and instructions regarding this form and the accompanying sampling, see the attached sheet entitled, "ILL SURVEY FORMS - INSTRUCTIONS".

ITEM	CATEGORY	COUNT
1.	# OF REQUESTS INITIATED (Activity = 1)	________________
2.	ITEMS/MATERIALS RECEIVED (Activity = 2)	
2.1	# OF ITEMS (to be returned) (Status = 1)	________________
2.2	# OF PHOTOCOPIES (no return) (Status = 2)	________________
3.	# OF CANCELS RECEIVED FROM LENDING LIBRARIES (Activity = 3)	________________
4.	# OF REQUESTS FOR WHICH YOU NOTIFY INDIVIDUALS OF (Activity = 4)	
4.1	AVAILABILITY (Status = 1 or 2)	________________
4.2	UNAVAILABILITY (Status = 3)	________________
5.	# OF ITEMS/MATERIALS CIRCULATED TO INDIVIDUALS (Activity = 5)	________________
6.	# OF ITEMS RETURNED TO YOU BY INDIVIDUALS (Activity = 6)	________________
7.	# OF ITEMS RETURNED BY YOU TO LENDING LIBRARIES (Activity = 7)	________________

BORROW***BORROW***BORROW***BORROW***BORROW***BORROW***BORROW

- BORROWING FORMS FILLED OUT BY ORIGINATING LIBRARY ONLY -

Ringgold Management Systems Box 368 Beaverton OR 97075

ILL SURVEY FORM 1B - BORROWING SAMPLE - 10/31/85

LIBRARY NAME____ PAGE_____ OF_____

SAMPLE # 1 2 3 4 5

1. REQUEST # (if available)

2. REQUEST DATE

3. REQUEST TYPE

1=known item,loc 2=known item,unk loc 3=subject

4. ACTIVITY

1=initiate request 2=receive material to fill
3=receive cancel 4=notify indiv 5=circulate item
6=indiv returns item 7=return item to lending lib

5. WHERE SEARCHED?

1=OCLC 2=RLIN 3=NYSL 4=UTLAS 5=MILCS
6=UCMP 7=other on-line union list 8=other on-line
9=other 10=none

6. # LOCS FOUND

0=none give number for 1-9 found G=10 or more

7. STATUS

0=open 1=filled,item 2=filled,photo 3=cancelled

8. HOW REQUEST SENT?

1=book rate 2=1st class 3=local van 4=SOLID
5=other overnight 6=telephone 7=NYSILL 8=OCLC
9=RLIN 10=other electronic 11=other

9. LENDING LIB (if known)

WHEN YOU RECEIVE MATERIAL TO FILL A REQUEST, INCLUDE ITEMS #10-12

10. DATE ITEM SENT BY LENDING LIB

11. HOW DELIVERED? (same as #8)

12. DATE ITEM RCVD FROM LENDING LIB

WHEN YOU NOTIFY AN INDIVIDUAL, INCLUDE ITEMS #13-14

13. DATE INDIVIDUAL NOTIFIED

14. HOW NOTIFIED?

1=phone 2=1st class 3=book rate 4=other

WHEN YOU CIRCULATE MATERIAL TO AN INDIVIDUAL, INCLUDE ITEMS #15-16

15. DATE ITEM LENT TO INDIV

16. HOW DELIVERED? (codes see #8)

WHEN YOU CHECK-IN MATERIAL FROM AN INDIVIDUAL, INCLUDE ITEM #17

17. DATE ITEM RETURNED BY INDIV

WHEN YOU RETURN MATERIAL TO THE LENDING LIB, INCLUDE ITEMS #18-20

18 DID ITEM CIRCULATE? (Y/N)

19. DATE RETURNED TO LENDING LIB

20. HOW RETURNED? (codes see #8)

BORROW***BORROW***BORROW***BORROW***BORROW***BORROW***BORROW
- BORROWING FORMS FILLED OUT BY ORIGINATING LIBRARY ONLY -

Ringgold Management Systems Box 368 Beaverton OR 97075

ILL SURVEY FORM 2A - LENDING/REFERRAL SUMMARY - 10/31/85

LIBRARY NAME________________________________ PAGE_____ OF_____

NAMEOFCONTACTPERSON__________________________ PHONE______________

INSTRUCTIONS

Please enter the counts of activity on the survey day in the categories below. If you do not engage in ILL activity in one of these categories or there is no activity during the survey, enter a zero in the space provided for that count.

For additional information and instructions regarding this form and the accompanying sampling, see the attached sheet entitled, "ILL SURVEY FORMS - INSTRUCTIONS".

ITEM	CATEGORY	COUNT
1.	# OF ILL REQUESTS RECEIVED (Activity = 1)	______________
2.	# OF ILL REQUESTS PROCESSED (Activity = 2)	______________
3.	# OF ILL ITEMS/MATERIALS SENT TO BORROWING LIBRARIES (Activity = 3)	______________
4.	# OF RETURNS OF PREVIOUSLY-LENT ILL ITEMS PROCESSED (Activity = 4)	______________

LEND-----LEND-----LEND-----LEND-----LEND-----LEND-----LEND

- FORM USED FOR EITHER LENDING OR REFERRAL ACTIVITIES -

Ringgold Management Systems Box 368 Beaverton OR 97075

ILL SURVEY FORM 2B - LENDING/REFERRAL SAMPLE - 10/31/85

LIBRARY NAME_____________________________________ PAGE____ OF_____

SAMPLE #	1	2	3	4	5
1. REQUEST # (if available)					
2. REQUEST DATE					
3. BORROWING LIBRARY					
4. DATE REQUEST RECEIVED					
5. REQUEST TYPE 1=known item,loc 2=known item,unk loc 3=subject					
6. THIS LIBRARY'S RELATION TO REQUESTING LIB 1=same lib 2=same system 3=same 3R 4=adjoin 3R 5=same state 6=adjoin state 7=same country 8=foreign					
7. HOW REQUEST RECEIVED? 1=book rate 2=1st class 3=local van 4=SOLID 5=other overnight 6=telephone 7=NYSILL 8=OCLC 9=RLIN 10=other electronic 11=other					
8. ACTIVITY 1=receive request 2=process request 3=send material 4=process returned item					
9. STATUS 0=open 1=filled,item 2=filled,photo 3=referred 4=reported referred 5=reported filled 6=cancelled					
10. LENDING LIB (if known)					

WHENEVER THE ITEM IS KNOWN, INCLUDE ITEMS #11-15

11. PUBL YEAR					
12. FORMAT 1=print or photocopy 2=microform 3=audio recording 4=video 5=magnetic 6=other					
13. CLASSIFICATION 1=LC 2=Dewey 3=other					
14. CLASS #					
15. LIST PRICE					

WHEN YOU SEND MATERIAL TO FILL A REQUEST, INCLUDE ITEMS #16-17

16. DATE ITEM SENT TO REQUESTING LIB					
17. HOW SENT? (codes see #7)					

WHEN A LIBRARY RETURNS PREVIOUSLY-LENT ITEMS, INCLUDE ITEMS #18-19

18. DATE RETURNED BY BORROWING LIB (if known)					
19. DATE RECEIVED BY LENDING LIB					

LEND-----LEND-----LEND-----LEND-----LEND-----LEND-----LEND

- FORM USED FOR EITHER LENDING OR REFERRAL ACTIVITIES -

Ringgold Management Systems Box 368 Beaverton OR 97075

RINGGOLD
MANAGEMENT
SYSTEMS INC.

BOX 368
BEAVERTON, OR.
97075-0368
(503) 645-3502

24 October 1985

Dear Librarian:

You should already have in hand forms and instructions relating to the October 31st "activity snapshot" of InterLibrary Loan throughout the state. During our week of answering questions about this material, we have become aware of an important oversight in the design of Form 2B, the LENDING/REFERRAL SAMPLE FORM. While the existing form is adequate for lending library use, it omits important information about searching/verifying by referral libraries.

We are correcting that omission herewith. Enclosed is a revised Form 2B. Two new Elements, #20, WHERE SEARCHED?, AND #21, # LOCS FOUND, have been added to the first section. If their definitions are not self-evident, further explanation of these elements appears in the original APPENDIX - LIST OF SAMPLING DATA ELEMENTS. (The new Elements are listed there as #s 5 and 6 on Form 1B.)

If you still have questions, I'll be available between 9:30 a.m. and 12:00 noon EDT on Wednesday, October 30th at 206-937-2358.

Thank you for your help in this effort.

Sincerely,

Ken Anderson as

Ken Anderson

KA:as
Encl: REVISED ILL SURVEY FORM 2B

REVISED ILL SURVEY FORM 2B - LENDING/REFERRAL SAMPLE - 10/31/85

LIBRARY NAME________________________________ PAGE_____ OF_____

SAMPLE #	1	2	3	4	5
1. REQUEST # (if available)					
2. REQUEST DATE					
3. BORROWING LIBRARY					
4. DATE REQUEST RECEIVED					
5. REQUEST TYPE 1=known item,loc 2=known item,unk loc 3=subject					
6. THIS LIBRARY'S RELATION TO REQUESTING LIB 1=same lib 2=same system 3=same 3R 4=adjoin 3R 5=same state 6=adjoin state 7=same country 8=foreign					
7. HOW REQUEST RECEIVED? 1=book rate 2=1st class 3=local van 4=SOLID 5=other overnight 6=telephone 7=NYSILL 8=OCLC 9=RLIN 10=other electronic 11=other					
8. ACTIVITY 1=receive request 2=process request 3=send material 4=process returned item					
20.WHERE SEARCHED? 1=OCLC 2=RLIN 3=NYSL 4=UTLAS 5=MILCS 6=UCMP 7=other on-line union list 8=other on-line 9=other 10=none					
21.# LOCS FOUND 0=none give number for 1-9 found G=10 or more					
9. STATUS 0=open 1=filled,item 2=filled,photo 3=referred 4=reported referred 5=reported filled 6=cancelled					
10.LENDING LIB (if known)					

WHENEVER THE ITEM IS KNOWN, INCLUDE ITEMS #11-15

11.PUBL YEAR					
12.FORMAT 1=print or photocopy 2=microform 3=audio recording 4=video 5=magnetic 6=other					
13.CLASSIFICATION 1=LC 2=Dewey 3=other					
14.CLASS #					
15.LIST PRICE					

WHEN YOU SEND MATERIAL TO FILL A REQUEST, INCLUDE ITEMS #16-17

16.DATE ITEM SENT TO REQUESTING LIB					
17.HOW SENT? (codes see #7)					

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